



*Training Course:
Office Administration and Management*

*29 March - 9 April 2027
Milan (Italy)*

Training Course: Office Administration and Management

Training Course code: OM234894 From: 29 March - 9 April 2027 Venue: Milan (Italy) - Training Course Fees: 9450 € Euro

Introduction

This program, designed by Global Horizon Training Center, equips participants with the essential competencies required to become highly effective office administrators in modern organizations.

Office administrators play a critical role in ensuring the smooth coordination of daily operations across departments. Acting as a central link between employees and management, they are responsible for maintaining workflow efficiency, supporting communication, and reducing the operational burden on senior management. This program develops the practical, organizational, and interpersonal skills needed to manage office functions with professionalism, accuracy, and confidence.

Course Objectives

By the end of this program, participants will be able to:

- Understand the strategic importance of their role within the organization
- Apply effective techniques in managing tasks, people, and workflows
- Develop structured action plans to enhance performance
- Apply planning, organizing, and controlling principles
- Manage records, files, and documentation efficiently
- Control emotions and perform effectively under pressure
- Enhance multitasking and priority management skills
- Apply professional verbal and written communication techniques
- Organize and coordinate meetings effectively
- Handle telephone communication professionally
- Make quick and effective administrative decisions
- Build strong working relationships across departments
- Adopt a customer-centric mindset
- Identify stress factors and apply stress management techniques
- Utilize time management strategies for higher productivity
- Present and communicate information effectively
- Perform basic HR-related administrative functions
- Operate with a managerial mindset in administrative roles

Target Audience

This program is designed for:

- Office Administrators

- Administrative Assistants
- Administrative Supervisors
- Executive Secretaries
- Personal Assistants PA
- Records Management Officers
- Office Managers
- Administrative Staff seeking professional development

Training Program Outline

Day 1: Role of an Office Administrator

- Understanding organizational structure
- Smart organization techniques
- Core competencies of a successful administrator
- Defining role and value
- Managing processes and people
- Team management fundamentals

Day 2: Developing an Effective Office Management System

- Best practices for office administration
- Designing process workflows
- Creating schedules and task lists
- Using planners and digital tools effectively
- Building an efficient office system
- Simplifying administrative processes

Day 3: Professional Development and Workplace Effectiveness

- Building credibility and professional image
- Developing a positive workplace attitude
- Assertiveness and control in the workplace
- Influencing and presenting ideas effectively
- Managing relationships across organizational levels
- Conflict management techniques

Day 4: Customer-Centric Office Management

- Serving internal and external stakeholders
- Understanding and responding to client needs
- Eliminating service barriers
- Building rapport and trust
- Delivering high-quality customer service
- Handling complaints professionally

Day 5: Office Technology and Information Management

- Introduction to office technology

- Effective and responsible use of technology
- Office layout and ergonomics
- Desk and workflow management
- Transitioning to paperless systems
- Data and information management
- Presenting statistical information

Day 6: Event, Travel, and Documentation Management

- Managing travel arrangements
- Event and meeting coordination
- Business correspondence
- Filing and documentation systems
- Paper flow management
- Basic accounting and computer skills

Day 7: Business Meetings Management

- Organizing effective meetings
- Key elements of successful meetings
- Coordination and logistics
- Preparing agendas
- Time control during meetings
- Managing meeting challenges
- Writing and maintaining meeting minutes

Day 8: Time Management and Productivity

- Effective time management strategies
- Identifying and eliminating time wasters
- Setting SMART goals and priorities
- Monitoring performance and efficiency
- Planning time for individuals and teams
- Maintaining and improving time logs

Day 9: Telephonic Communication Skills

- Using the telephone as a professional tool
- Telephone etiquette and communication behavior
- Active listening techniques
- Handling business calls effectively
- Using phone systems and applications
- Managing difficult callers
- Resolving common communication issues

Day 10: Emotional Intelligence and Workplace Effectiveness

- Understanding emotional intelligence in the workplace
- Building self-confidence
- Managing stress and difficult situations
- Handling multiple demands from managers
- Integrating emotional intelligence into office management

- Developing professional responsibility and adaptability

Registration form on the Training Course: Office Administration and Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
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Personal E-Mail:
Official E-Mail:

Company Information

Company Name:
Address:
City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
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