



*Training Course:
Administration and Office Management*

*31 May - 4 June 2027
Milan (Italy)*

Training Course: Administration and Office Management

Training Course code: OM12339 From: 31 May - 4 June 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program, designed by Global Horizon Training Center, focuses on developing advanced administrative and office management capabilities required in today's fast-paced and complex work environment.

Modern office management demands high levels of efficiency, adaptability, and professionalism. With increasing reliance on technology, diverse teams, and the need for rapid decision-making, office managers must be equipped with strong organizational, communication, and problem-solving skills. This program enables participants to streamline operations, enhance productivity, and perform confidently in dynamic workplace settings.

Objectives

Participants attending the program will:

- Learn how to prioritize and manage multiple tasks effectively
- Develop a managerial mindset for planning, decision-making, and problem-solving
- Enhance communication skills to improve workplace relationships
- Strengthen self-confidence and emotional control
- Apply assertiveness techniques for workplace effectiveness
- Develop intrapersonal and interpersonal skills

Target Audience

- Office Managers
- Administrative Professionals
- Executive Secretaries
- Personal Assistants PA
- Office Coordinators
- Administrative Supervisors
- Professionals seeking to enhance office management skills

Training Program Outline

Day 1: Taking Control of Your Work Life

- Understanding purpose, vision, and mission
- Working smarter, not harder
- Prioritizing and organizing tasks
- Streamlining office systems
- Managing paperwork effectively
- Creating an efficient office environment

Day 2: Essential Administrative Skills

- Mind mapping techniques for planning
- Managing projects and deadlines
- Planning tools including Gantt charts
- Problem-solving techniques
- Decision-making tools
- Managing meetings effectively

Day 3: Vital Communication Skills

- Communication styles and effectiveness
- Developing assertiveness
- Conflict resolution strategies
- Understanding body language
- Gender differences in communication
- Managing different personality types

Day 4: Developing Professional Skills

- Active listening techniques
- Building a professional image
- Leadership skills for administrators
- Delivering effective presentations
- Planning and structuring presentations
- Providing constructive feedback

Day 5: Self-Empowerment and Self-Management

- Understanding causes and impact of stress
- Identifying stress triggers and symptoms
- Emotional intelligence skills
- Applying emotional intelligence in the workplace
- Managing negative thinking and reactions
- Developing self-awareness and proactive behavior
- Continuous professional development planning

Registration form on the Training Course: Administration and Office 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:
Telephone / Mobile:
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:
Official E-Mail:

Payment Method

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

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