XCELERATE TRAINING INSTITUTE

your learning & development partner

OFFICE ADMINISTRATION

# Administration Skills Training Course

| DURATION | LANGUAGE | FORMAT |
|---|---|---|
| **10 days** | **English** | **Classroom / Online** |

## Upcoming dates

| Dates | Venue | Format | Fee |
|---|---|---|---|
| 4 – 15 Jan 2027 | Live online | Online (live) | **€1,800** |
| 8 – 19 Feb 2027 | Geneva | Classroom | **€7,200** |
| 12 – 23 Jul 2027 | Live online | Online (live) | **€1,800** |

### Register or ask a question

Online: x8ti.com/course/administration-skills-training-course/

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# Administration Skills Training Course

## Introduction

Every successful business relies on excellent office administrators, whether they are clerks, coordinators, secretaries, or office managers. These roles require specialized skills and knowledge to ensure the smooth operation of an organization.

Administrators must be organized, flexible, efficient, detail-oriented, capable of prioritizing tasks, and able to work independently. Excellent communication skills are also essential for coordinating and communicating with people from various departments and cultural backgrounds.

This Administrative Skills Training Course by Xcelerate Training Institutes will equip you with the competencies needed to excel as an administrative assistant and help you achieve success in your workplace.

## Learning Objectives

By the end of the Administrative Skills Training Course, participants will be able to:

- Enhance organizational skills and productivity.
- Organize file systems for better efficiency.
- Write effective business letters, documents, and emails.
- Use business office applications proficiently.
- Execute office processes efficiently.
- Develop plans to accomplish responsibilities more effectively.
- Understand planning, organizing, and regulating methods.
- Improve priority management skills.
- Make quicker decisions.
- Apply emotional intelligence principles at work.
- Strengthen telephonic skills for better service.
- Understand basics of data management.
- Master time management techniques.
- Improve stress endurance skills.

## Training Methodology

This training program, designed by Xcelerate Training Institutes, is interactive and involves participants from various backgrounds sharing their administrative experiences and tasks. Customized modules are available for specific learning needs. The program includes discussions, activities, and role-plays, following the Do–Review–Learn–Apply Model to integrate learning into office work.

## Benefits for Your Organisation

Organizations will benefit as employees:

- Gain a deeper understanding of the business and organization.
- Develop multicultural communication skills.
- Improve written communication.
- Handle customer complaints effectively.
- Build stronger relationships with coworkers and the organization.
- Increase efficiency and productivity.
- Utilize interpersonal connections in the workplace.
- Use automated and accounting software efficiently.
- Experience reduced workplace stress.

## Benefits for You

Participants will gain:

- Improved verbal and non-verbal communication skills.
- Ability to build better connections and business relationships.
- Adaptability to different personality types.
- Goal-oriented approach in various aspects of life.
- Enhanced assertiveness and self-value.
- Effective time management skills.
- Motivation and confidence in personal and professional life.
- Improved stress management abilities.

## Who Should Attend

This course is ideal for anyone aspiring to be a skilled administrator, including:

- Office Managers
- Administrators
- Secretaries
- Receptionists
- Administrative Assistants
- Administration Officers
- Personal Assistants (PA)
- Executive Assistants (EA)
- Virtual Assistants
- Legal or medical administration officers

## Course Outline

## Importance of an Administrator

- Finding job importance and value.
- Understanding your business and organization.
- Best practice techniques for work management.
- Skills for a productive administrator.
- Handling processes and people.
- Inter-departmental management.

## Fostering an Operational Office Management System

- Techniques and principles for successful administration.
- Designing process flows for office work.
- Forming schedules and to-do lists.
- Using planners and Outlook efficiently.
- Building effective office management systems.
- Implementing administrative workflow.

## Developing into a Successful Administrator

- Creating value and recognition for the role.
- Fostering a positive workplace attitude.
- Maintaining assertiveness and balance.
- Commanding responsibilities.
- Negotiation and influencing skills.
- Managing working relationships.
- Conflict management.

## Forming a Serving Attitude and Mindset

- Serving internal and external clients and stakeholders.
- Understanding root causes of people’s needs.
- Removing service barriers and becoming accessible.
- Building rapport and delivering excellent customer service.
- Becoming the face of your organization.
- Handling complaints sensitively.

## Basic Office Software and Technology

- Efficient use of technology.
- Moving towards a paperless system.
- Utilizing document processing, worksheet, and presentation software.
- Managing information and data.
- Developing statistical information.
- Effective desk management.

## Event and Travel Management

- Arranging travel.

- Managing events and meetings.
- Effective business correspondence.
- Filing and documentation.
- Handling papers efficiently.
- Basic accounting skills.

## Corporate Meetings

- Organizing productive business meetings.
- Coordination and agenda preparation.
- Monitoring timelines and drafting minutes.

## Time Management Skills

- Effective diary and calendar management.
- Handling interruptions and multitasking.
- Dealing with complex situations and conflicting priorities.
- Maintaining time logs.

## Telephonic Skills as an Office Administrator

- Productive telephonic methods.
- Professional telephone etiquette and behavior.
- Effective listening principles.
- Handling business calls and difficult callers.

## Records Management and Filing

- Efficient file management techniques.
- Organizing office processes and physical/electronic files.
- Implementing document control and best practices.

## Effective Interpersonal Office Skills

- Enhancing verbal communication skills.
- Identifying and using body language effectively.
- Managing stress and business protocols.
- Coordinating with senior management.
- Dealing with different personality types in a multicultural workplace.
- Handling office politics and maintaining confidentiality

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# Registration Form

## Administration Skills Training Course

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

### Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

### Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

### Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

### Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

**Call**
+491631686678

**Email this form**
info@x8ti.com

**Register online**
Open the course page