XCELERATE TRAINING INSTITUTE
your learning & development partner

OFFICE ADMINISTRATION

Essential Office Administrative Skills Training Course

DURATION	LANGUAGE	FORMAT
5 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
15 – 19 Mar 2027	Live online	Online (live)	**€1,200**
26 – 30 Apr 2027	Kuala Lumpur	Classroom	**€4,800**
27 Sep – 1 Oct 2027	Live online	Online (live)	**€1,200**

Register or ask a question

Online: x8ti.com/course/essential-office-administrative-skills-training-cour…
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Essential Office Administrative Skills Training Course

Introduction

The efficient operation of an office is crucial for business success. Dynamic office management, timely organization, administrative skills, and effective business communication are essential for providing necessary services promptly.

A certified administrative professional combines various competencies to address diverse office concerns. As offices become more technologically driven, there is a need for versatile professionals with a wide range of office skills.

These professionals manage tasks such as planning, business communication, and information distribution, ensuring that business functions are harmonized and executed simultaneously. They serve as a link between various operations, coordinating activities to achieve the common goals of the business.

Learning Objectives

The Certified Administrative Professional course aims to:

- Enhance participants' professional qualifications, making them valuable assets to their organizations.
- Highlight the range of duties and responsibilities of an administrative professional.
- Expand participants' skill sets and knowledge bases.
- Boost participants' self-esteem and confidence with familiarity with the latest trends and techniques.
- Strengthen participants' communication abilities, with a focus on business communication.
- Provide industry-recognized certification to advance participants' careers.
- Increase office productivity through better coordination of activities.

Training Methodology

- Interactive sessions and lectures.
- Management games.
- Role-playing/modeling.
- Case studies.
- Group discussions.
- Problem-solving sessions. Xcelerate Training Institutes follows the 'Do-Review-Learn-Apply' model.

Benefits for Your Organisation

Organizations will benefit from:

- Smooth workflow and better coordination among office activities.
- Timely performance of activities such as meetings, payments, policy communication, and document filing.
- Improved management of physical resources like inventory and office supplies.
- Enhanced employee supervision, including training, conflict resolution, and counseling.

- Reduced activity costs and resource waste through better planning and organization.
- Improved public relations through better communication with customers.
- Optimal use of technology for virtual meetings, internet use, and office record maintenance.

Benefits for You

Participants will gain:

- A better understanding of managerial and administrative concepts and their real-life applications.
- A versatile skill set in organizing, scheduling, business communication, supervising, and administration.
- Flexibility to adapt to dynamic business environments.
- A competitive edge over peers with enhanced practical knowledge and skills.
- Improved resumes and the ability to negotiate better remuneration.

Who Should Attend

This course is ideal for:

- Office administrators
- Office assistants
- Office clerks
- Office secretaries
- Administrative assistants
- Front office managers
- Receptionists
- Supervisors
- General managers
- Entrepreneurs and start-up founders

Course Outline

Introduction to Administrative Duties

- Role of office administration in modern business settings.
- Evolution of the business environment.
- Administrative roles and duties.

Administrative Professional Skills

- Meeting management.
- Technical skills.
- Problem-solving approach.
- Travel arrangements.
- Clerical and bookkeeping skills.

Business Communication

- Handling guests, phone calls, and queries.

- Business correspondence.
- Drafting letters and responding to emails.

Planning and Organization

- Scheduling appointments.
- Time management.
- Preparing manuals.
- Event and project management.

Supervision

- Team dynamics.
- Maintaining employee files.
- Training and counseling.
- Developing natural leadership.

Records Management

- Managing financial records.
- Developing electronic and manual filing systems.
- Preparing minutes and managing file retrieval.
- Data compilation.

Information Management

- Distributing information.
- Creating and editing documents.
- Researching and analyzing data.
- Data backup.

Managing Resources

- Maintaining supplies.
- Developing a purchasing system.
- Preventing burnout.
- Building transparency

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Registration Form

Essential Office Administrative Skills Training Course

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

Duration: 5 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: .....

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Email this form
info@x8ti.com

Register online
Open the course page