XCELERATE TRAINING INSTITUTE

your learning & development partner

OFFICE ADMINISTRATION

Administration and Office Management Professional Training Course

DURATION	LANGUAGE	FORMAT
10 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
12 – 23 Apr 2027	Live online	Online (live)	€1,800
18 – 29 Oct 2027	Live online	Online (live)	€1,800
15 – 26 Nov 2027	Casablanca	Classroom	€7,200

Register or ask a question

Online: x8ti.com/course/administration-and-office-management-professional-tr…

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Administration and Office Management Professional Training Course

Introduction

This course by Xcelerate Training Institutes becoming an effective and successful office administrator involves managing the daily functions of various departments, ensuring smooth operations, and reducing the workload of higher-level managers. Office administrators act as a bridge between departments and between employees and management, ensuring that operations run effortlessly. Additionally, they represent the company in front-line customer relations and must excel at multi-managing office tasks. This training equips participants with the skills and knowledge needed to stay in control and meet deadlines efficiently.

Learning Objectives

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

- Understand their critical role in an organization.
- Develop tactics for managing tasks and individuals across departments.
- Create action plans to complete tasks effectively.
- Apply planning, organizing, and controlling techniques.
- Manage records and documentation efficiently.
- Handle emotions in stressful situations.
- Enhance multi-tasking and priority management skills.
- Implement effective verbal and written communication.
- Organize and coordinate meetings professionally.
- Manage telephone calls efficiently.
- Make quick decisions and resolve office-related issues.
- Foster positive relationships within the organization.
- Develop a customer-centric and service-oriented mindset.
- Identify and manage stress effectively.
- Utilize time management techniques for improved efficiency.
- Perform basic HR functions.
- Think and act like a manager for effective task management.

Training Methodology

Xcelerate Training Institutes has designed this course for office administrative and managerial professionals. The workshop is highly interactive, involving participants from diverse cultures who share their office experiences and challenges. Customized modules are available for organization-specific needs. The program includes group discussions, case studies, and role-plays, following the Do–Review–Learn–Apply Model to integrate learning into daily office work.

Benefits for Your Organisation

Organizations will see:

- Improved productivity and creativity among employees.
- Enhanced communication skills.
- Development of networking and proactive skills.
- Increased productivity in office management.
- Better time management.
- Improved office morale and satisfaction.
- Reduced employee absenteeism and office stress.
- Improved written communication skills.
- More effective information management.
- Efficient use of office systems and technology.

Benefits for You

Participants will benefit by:

- Gaining self-confidence and satisfaction.
- Becoming more goal-oriented and assertive.
- Improving organizational and interpersonal skills.
- Reducing stress and enhancing stress management abilities.
- Increasing self-value and motivation.
- Developing presentation and public speaking skills.
- Managing time effectively for themselves and others.

Who Should Attend

This course is designed for office administrators, assistants, administrative supervisors, executive secretaries, personal assistants, records management officers, and office managers who seek to build on their skills and knowledge. It allows participants to evaluate and enhance their interpersonal and professional abilities.

Course Outline

Role of an Office Administrator

- Understanding organizational structure
- Smart organizational techniques
- Competencies of a successful administrator
- Managing processes and people

Developing an Effective Office Management System

- Tips and techniques for office administration
- Creating process flows, schedules, and to-do lists
- Using Outlook and planners effectively

Becoming a ‘Star Administrator’ in Office

- Increasing credibility and recognition
- Developing a positive attitude and assertiveness
- Managing working relationships and conflict

Customer-Centric Mindset

- Serving internal and external clients effectively
- Building rapport and handling complaints diplomatically

Office Technology

- Introduction to office technology
- Effective use and management of office technology

Event and Travel Management

- Organizing travel arrangements and business events
- Basic accounting and computer skills

Business Meetings

- Organizing and managing objective-oriented meetings
- Preparing meeting agendas and minutes

Time Management

- Managing time effectively and setting SMART goals
- Planning time for self and others

Telephonic Skills as an Office Administrator

- Professional telephone etiquette and handling difficult calls

Emotional Intelligence

- Principles of emotional intelligence
- Dealing with difficult situations and integrating emotional intelligence with office management

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Registration Form

Administration and Office Management Professional 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: .....

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info@x8ti.com

Register online
Open the course page