Accomplished Office Administrator Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-04-28

End Date: 2026-05-02

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-23

Syllabus

Course Syllabus

Introduction

This course will help you increase your motivation and confidence through understanding the principles and best practices of office management. Delegates will learn to prioritise, plan, and solve problems to get the work done on time, and to have continuous productivity improvement.

Delegates will learn to communicate confidently in meetings and manage difficult behaviours. Also, self-management skills will be gained which will help cope with stress, keep a 'can do' positive attitude, and enjoy work each day. Finally, to manage an office effectively,one needs to manage oneself, manage your time, tasks, and others in order to achieve maximum success.

This course will feature:

- Prioritising your daily responsibilities to achieve maximum output and success

- Techniques to help you think creatively, solve problems, plan, and make decisions

objectives

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

- Prioritise and cope with multiple tasks without missing deadlines
- Think like a Manager – planning, making decisions and solving problems
- Manage their thoughts and feelings to improve self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations
    - Manage paperwork, diaries, meetings, presentations, and phones more effectively

Contents

Day One

Taking Control of your Work Life

- Understanding and clarifying purpose, vision and mission
- The secret to working smarter rather than harder
- Controlling, prioritising and organising your work
- Streamlining your office systems and getting your paperwork under control
- Making your office user friendly and efficient

Day Two

Essential Administrative Skills

- Harnessing the power of the mind – through Mind Mapping Techniques
- Managing larger projects to meet deadlines
- Planning skills – using a 'Gannt' chart to chart work progress
- Problem solving and decision making techniques
- Decision Making tools

Day Three

Vital Communication Skills

- Different styles of communication
- Learning to be more assertive
- Win-win conflict resolution
- Understanding and using body language
- Understanding different personality types and how to deal with them

- Listening skills – seeking to understand before being understood
- Creating a professional image
- Leadership skills
- How to make presentations with confidence and power
- Learn the essentials of planning a presentation

Day Five

Self-Empowerment and Self-Management

- Understanding stress and learning coping skills
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-ness
- Becoming a more proactive, responsible and self-aware person