

# Administration and Office Management Professional Course

## Venue Information

---

**Venue:** London UK

**Place:**

**Start Date:** 2026-10-13

**End Date:** 2026-10-17

## Course Details

---

**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** SAAC

**Course Code:** SAAC-10

## Syllabus

---

### Course Syllabus

#### Objectives:

**By the end of the program, participants will be able to:**

- Define and understand the role of the office manager / administrator.
- Acquire time management skills required for better office productivity.
- Handle telephone calls properly and professionally.
- List the main causes of stress and the techniques needed to control them.
- Learn communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer.

### The Course Outlines

## **Effective Communication Skills**

- Improving Credibility and Gaining Recognition
- Speaking and Listening
- Being Assertive
- Selling Your Ideas to the Boss, Colleagues, Subordinates and Clients

## **Written Communication**

- Style
- Layout
- Clear Writing
- Proof Reading

## **Controlling Stress**

- Symptoms
- Causes
- Solutions

## **Serving the Internal and External Customer**

- Understanding the Needs of Internal and External Customers
- Having the Right Attitude
- Providing Excellent Service
- Handling Complaints

## **Organizing Meetings**

- Preparing the Agenda
- Taking Minutes

## **Managing Time**

- Identifying and Eliminating Time Wasters
- Setting Goals and Priorities
- Planning and Managing Time for Self and Others

## **Using the Telephone Properly**

- Professional Telephone Behavior
- Rules for Good Listening
- Making Appointments