



# Administration and Office Management – Best Practices and Technologies Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-04-28

**End Date:** 2026-05-02

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** SAAC

**Course Code:** SAAC-15

## Syllabus

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### Course Syllabus

#### Introduction

**Who should attend:** Executives, assistants and administrators who are interested in rejuvenating their practices and skills for better performance. The program offers a challenging opportunity to enhance interpersonal communication skills, people skills, and especially English business writing skills.

#### Objectives

- Define the new roles of executive assistants and administrators.
- Use technology to get more done and to stay connected with the office and their boss.
- File, document, sort, index and retrieve corporate documents, records, and reports.

## **Content**

### **New Roles for New Times**

- The Changing Organization
- The Role of Management in The Workplace
- Optimizing Communication and Influence
- Fostering a Professional Attitude
- Producing Results from Various Activities
- Use of Technology to Get Things Done

### **Mastering Data Management and Office Etiquette**

- Basic Modern Office Etiquette
- What Not to Do in your Cubicle
- Telephone and Email Etiquette, Skills, and Courtesy
- Records Management (Filing and Documenting Soft and Hard Copies)
- Indexing, Archiving, and Retrieving Data and Documents
- Handling Office Finances and Petty Cash

### **Creating a Motivating and Productive Office Environment**

- Understanding Office Design as Part of Enhancing Productivity
- Feng Shui Office Design: The Art of Working (Tips and Basic Steps)
- Communicating with Employees for Better Results
- Dealing and Communicating with Different Cultures at Work

### **Advanced Communication Skills for Administrators**

- Preparing Powerful Short Presentations
- Advanced Business Writing (Reports, Proposals, Faxes, Letters, Memos, Emails, etc.)
- Dealing with a Difficult Boss

### **Time and Project Management for Administrators**

- Six Steps to Great Time Management
- Preparing for Meetings and Conferences
- Preparing Meeting Agendas and Minutes
- The Effective Use of MS Outlook to Manage your Time and Respect Other People's Agendas
- Event Planning and Project Management (Template)

### **The Impact of Technology on the Administrator's Roles and Tasks**

- The Use of Smart Phones to Stay Connected and Liaise with Others

