

OFFICE MANAGEMENT AND ADMINISTRATION

5-Day Corporate Training Programme

OVERVIEW

This training programme is designed to strengthen the core competencies required for effective office management and high-performing administrative support. Participants will develop practical skills to manage office operations efficiently, communicate professionally, prioritize tasks, and support management with accuracy and confidence. The programme emphasizes modern administrative practices, workplace professionalism, time and document management, and service excellence to enhance overall organizational effectiveness.

WHAT YOU WILL ACHIEVE

By the end of the programme, participants will be able to:

- Manage office operations in a structured and professional manner
- Demonstrate effective administrative and communication skills
- Organize meetings, documents, and workflows efficiently
- Prioritize tasks and manage time under pressure
- Support management and teams with confidence and accuracy
- Improve service quality and workplace professionalism

WHAT YOU WILL LEARN

Day 1: Office competencies and time management

- Professional office competencies
- Office organization, workflow design, and coordination
- Professional workplace etiquette and communication standards
- Time management and task prioritization

Day 2: Planning, goal setting and meetings

- Goal setting and office planning
- Professional verbal and written communication
- Meeting administration and coordination
- Telephone, virtual meeting, and interpersonal communication skills
- Handling confidential and sensitive information

Day 3: Professional communication and listening

- Assertive communication, listening and questioning
- Professional interaction and conflict handling
- Record keeping, filing systems, and document control
- Supporting managers and teams effectively

Day 4: Teamwork, conflict and workplace relationships

- Teamwork and workplace relationships
- Basic data management, reporting, and documentation
- Problem-solving and decision-making in administrative roles
- Managing upwards and workplace stress
- Multitasking, and workplace challenges

Day 5: Business writing, service and professional communication

- Customer service and internal stakeholder support
- Business writing and email etiquette
- Telephone communication and professional service
- Continuous improvement and performance enhancement

METHODOLOGY

Well-balanced theoretical and practical methodology, which includes interactive discussions, case studies, interactive activities/exercises and assignments to understand the concepts and their applicability

EVALUATION CRITERIA

Participants must have attended the sessions **at least 80%** of the sessions in order to receive a CERTIFICATE from Asia Pacific Regional Hub - Corporate Training Division of EIU-Paris

SPECIAL FEATURES YOU WON'T FIND ANYWHERE ELSE ...

Discussions are based on extensive practical experience, not just theory. Engaging interactions characterize the training sessions from start to finish, keeping everyone involved in the learning process, and applying what is learned to real-life work situations and circumstances. Collaborative work is assigned for enhance learning and mastery of knowledge and/or skills.

FEE & PAYMENT

USD 2,150/ per person

Fee Includes:

- 5-Day Training (Total 25 hours)
  - Time: 9.00 AM - 3.00 PM (1-Hour Lunch Break)
- Globally Recognized Professional Certificate
- Digital Training Resources
- Essential Stationery
- Tea/Coffee Breaks
- Working Lunches

*__Note:__ all other expenses are to be borne by participants.