

Registration Package Includes : Vision Africa Events T.shirt, a Cap and a Pen



Advanced Office Management & Effective Administration Skills Managing and Supporting Your Organisation

An Intensive 5-Day Training Course



Dates : 21 - 25 September 2026 | Venue: Courtyard Hotel in Rosebank Johannesburg South Africa | Fees : \$1500

Course Introduction

Today's office professionals are expected to do much more than provide administrative support—they are strategic partners who contribute directly to organizational efficiency, communication, and business success.



Advanced Office Management & Effective Administration Skills

This Advanced Office Management & Effective Administration Skills training course has been specifically designed to equip Office Managers, Executive Assistants, Administrative Professionals, and Executive Secretaries with the practical knowledge, leadership skills, and professional confidence needed to excel in today's fast-paced workplace.

Participants will learn how to manage competing priorities, communicate effectively with people at every level of an organization, improve productivity, strengthen professional relationships, and confidently handle workplace challenges. Through practical exercises and real-world applications, delegates will develop the competencies required to become indispensable members of their organizations.



Course Will Highlight

- Advanced office administration and management techniques
- Effective communication and interpersonal skills
- Time management and workflow optimization
- Professional networking and relationship building
- Creative thinking and problem-solving techniques
- Building resilience and managing workplace stress
- Leadership and personal effectiveness for administrative professionals

Training Objectives

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

- Master prioritization and multitasking techniques
- Plan effectively and make informed decisions under pressure
- Apply practical communication and interpersonal skills
- Manage difficult personalities and workplace situations professionally
- Develop assertiveness and confidence in the workplace
- Improve office productivity and organizational efficiency
- Build stronger professional relationships across the organization



Highlight & Objectives

Organisational & Personal Impact

Organisational Impact

Organizations whose employees attend this training course will benefit through:

- Increased productivity and workplace efficiency
- More proactive administrative professionals
- Improved customer service and stakeholder engagement
- Better communication across departments
- Enhanced teamwork and collaboration
- Reduced workplace stress and absenteeism
- Greater professionalism within administrative functions
- Improved time management and workflow coordination

Personal Impact

Participants will gain:

- Greater confidence and self-motivation
- Enhanced communication and presentation skills
- Better understanding of management and leadership styles
- Stronger organizational and planning abilities
- Improved emotional intelligence and self-awareness
- Practical techniques for managing workplace stress
- Increased effectiveness in supporting executives and teams

Training Methodology

This highly interactive training course combines instructor-led presentations with practical workshops, individual exercises, role plays, group discussions, and real-life case studies. Participants will actively engage in problem-solving exercises, communication simulations, and collaborative activities designed to address everyday workplace challenges. The supportive learning environment encourages delegates to share experiences, exchange ideas, and develop practical solutions that can be immediately implemented in their organizations.



Who Should Attend?

This training course is suitable for professionals involved in office administration and management, including:

- Office Managers
- Executive Assistants
- Personal Assistants (PAs)
- Executive Secretaries
- Administrative Officers
- Administrators
- Supervisors
- Team Leaders
- Customer Service Coordinators
- Support Staff

Course Outline

Day One

Taking Control of Your Work Life

- Understanding Purpose, Vision, and Mission
- Internal and External Customer Service
- Working Smarter Rather Than Harder
- Prioritizing and Organizing Your Work
- Identifying Personal Strengths and Weaknesses
- Creating an Efficient and User-Friendly Office Environment

Day Two

Essential Administrative Skills

- Mind Mapping Techniques
- Right Brain / Left Brain Thinking
- Managing Large Projects and Deadlines
- Planning and Problem-Solving Skills
- Effective Meeting Management
- Supporting Multiple Managers Successfully



Course Outline

Day 3

Vital Communication Skills

- Communication Styles and Their Applications
- Communicating with Confidence
- Win-Win Conflict Resolution
- Understanding Body Language
- Gender Differences in Communication
- Understanding Personality Types and Managing Different Behaviours



Day Four

Developing as a Professional

- Active Listening Skills
- Creating a Professional Image
- Leadership Skills for Administrative Professionals
- Delivering Powerful Presentations
- Giving Constructive Feedback Effectively
- Best Practices for Delivering Positive Feedback

Day Five

Self-Empowerment and Self-Management

- Understanding the Causes of Workplace Stress
- Building Self-Confidence
- Responding Effectively to Challenging Situations
- Emotional Intelligence in the Workplace
- Becoming More Proactive and Self-Aware
- Developing a Personal Continuous Professional Development Plan



Certificate of Completion

Delegates who successfully complete this training course will receive a Vision Africa Events Certificate of Completion in Advanced Office Management & Effective Administration Skills.

Contact Details

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