



# **Advanced Office Management and Administrative Leadership Training Course**

**Ref: #SA5575**



## **Course Introduction / Overview:**

This comprehensive training course is designed to elevate the roles of office managers and administrative professionals from operational experts to strategic leaders. In today's dynamic business environment, the administrative function is no longer just about support; it is a critical component of organizational efficiency and success. This program provides a deep dive into both the foundational pillars of effective office management and the advanced principles of administrative leadership. As highlighted by experts like Sue France in her acclaimed book "The Definitive Personal Assistant & Secretarial Handbook", the modern administrative professional must be a proactive partner to management. This course bridges the gap between traditional administrative duties and strategic contribution, focusing on enhancing productivity, optimizing workflows, and fostering a positive work environment. Participants will explore cutting-edge techniques in office systems, resource management, and team supervision. BIG BEN Training Center has meticulously crafted this curriculum to empower attendees with the confidence and competence to manage complex administrative challenges, lead teams effectively, and align their departmental goals with the overarching strategic objectives of the organization, thereby becoming indispensable assets.

## **Target Audience / This training course is suitable for:**



- Office Managers and Administrative Managers.
- Senior Administrators and Executive Assistants.
- Personal Assistants and Senior Secretaries.
- Team Leaders and Supervisors of administrative staff.
- Facilities and Operations Coordinators.
- Professionals aspiring to move into office management or administrative leadership roles.
- Small business owners responsible for office administration.

### **Target Sectors and Industries:**

- Corporate and Commercial Sectors.
- Banking and Financial Services.
- Oil, Gas, and Energy Industries.
- Healthcare and Pharmaceutical Sectors.
- Information Technology and Telecommunications.
- Government Agencies and Public Sector Organizations.
- Engineering and Construction.
- Non-Profit and Educational Institutions.

### **Target Organizations Departments:**

- Administration and General Services Departments.
- Executive and C-Level Support Offices.
- Human Resources and Personnel Departments.
- Operations and Facilities Management.
- Finance and Accounting Departments.
- Project Management and Program Offices.
- Customer Service and Client Relations Departments.
- Legal and Compliance Departments.



## **Course Offerings:**

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

- Develop a strategic mindset for managing modern office environments.
- Implement robust systems for records management, procurement, and vendor relations.
- Master advanced time management and organizational skills to enhance productivity.
- Lead, motivate, and supervise administrative teams with confidence.
- Apply effective communication and interpersonal skills to manage workplace dynamics.
- Create and manage office budgets and control operational costs effectively.
- Utilize technology to automate processes and improve office efficiency.
- Handle complex scheduling, event planning, and executive support tasks.
- Develop problem-solving and critical-thinking skills for administrative challenges.
- Champion workplace health, safety, and wellness initiatives.

## **Course Methodology:**



The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and centered on practical application. We believe that adult learning is most effective when it is experiential and directly relevant to the participant's professional challenges. This course moves beyond traditional lectures to create a dynamic learning environment where attendees can actively participate and collaborate. The program incorporates a blend of expert-led presentations, real-world case studies, and interactive group discussions that encourage the sharing of ideas and experiences. Participants will engage in practical exercises, role-playing scenarios, and problem-solving workshops to build and refine their office management and leadership skills. A key component of our approach is continuous feedback, provided by both the instructor and peers, to foster growth and self-awareness. This hands-on, participant-centered methodology ensures that the concepts learned are not just theoretical but are immediately transferable to the workplace, empowering attendees to drive tangible improvements in their administrative functions from day one.

## **Course Agenda (Course Units):**

### **Unit One: The Strategic Role of the Modern Office Manager**

- The evolution of the administrative professional from tactical to strategic.
- Core competencies and skill sets for excellence in office management.
- Advanced time management and prioritization techniques.
- Mastering professional business communication and etiquette.
- Developing critical thinking and problem-solving abilities.
- Navigating office politics and building effective work relationships.
- Upholding professional ethics and confidentiality in the workplace.



## **Unit Two: Mastering Office Operations and Administrative Systems**

- Implementing effective records and information management systems.
- Fundamentals of facilities management, maintenance, and security.
- Managing vendors, suppliers, and procurement processes.
- Developing and managing the office budget and controlling expenses.
- Ensuring workplace health, safety, and environmental compliance.
- Coordinating corporate travel arrangements and managing logistics.
- Planning and executing successful meetings and corporate events.

## **Unit Three: Administrative Leadership and Team Supervision**

- Transitioning from a team member to an effective administrative leader.
- Principles of effective delegation, empowerment, and accountability.
- Motivating administrative staff and fostering a positive team culture.
- Conducting performance appraisals and providing constructive feedback.
- Techniques for conflict resolution and managing difficult conversations.
- Leading effective team meetings that drive results.
- Building a high-performing and collaborative administrative team.

## **Unit Four: Enhancing Communication and Executive Support**

- Advanced business writing for reports, proposals, and emails.
- Developing and delivering impactful presentations with confidence.
- Managing upwards and building a strategic partnership with executives.
- Effective gatekeeping and stakeholder management techniques.
- Applying emotional intelligence to enhance professional interactions.
- Mastering the art of professional minute-taking.
- Anticipating executive needs and providing proactive support.

## **Unit Five: Driving Efficiency and Future-Proofing Your Career**



- Fundamentals of project management for administrative professionals.
- Analyzing and improving administrative workflows and processes.
- Managing organizational change within the administrative function.
- Using data to inform administrative decisions and demonstrate value.
- Building your personal brand and professional network.
- Strategies for continuous professional development and career growth.
- Creating a personal action plan for implementation back at work.

## **FAQ:**

### **Qualifications required for registering to this course?**

There are no requirements.

### **How long is each daily session, and what is the total number of training hours for the course?**

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

### **Something to think about:**

How can the modern administrative leader transition from being a support function to a strategic business partner who actively drives organizational success?

### **What unique qualities does this course offer compared to other courses?**



This training course distinguishes itself by holistically integrating the dual pillars of operational excellence in office management with the strategic imperatives of administrative leadership. Unlike programs that focus narrowly on either technical skills or soft skills, this course builds a bridge between them, recognizing that the modern administrative professional must be proficient in both. The curriculum is meticulously designed to transform the participant's mindset from a reactive task-doer to a proactive strategic partner who contributes directly to the organization's bottom line. We emphasize the development of a business-oriented perspective, enabling participants to understand how efficient administrative functions impact overall corporate strategy and performance. The course content moves beyond theory by using immersive case studies and real-world scenarios that challenge participants to apply leadership principles to complex administrative problems. This focus on practical application and strategic thinking ensures that graduates are not just certified managers but are empowered leaders, capable of driving efficiency, motivating teams, and adding measurable value to their organizations in a way that few other programs address.