Strategic Office Management and Administrative Excellence Training Course



09 - 13 Nov 2026

Vienna

5800 € (Per Person)

Ref: #OM1297_26603

Course Introduction / Overview:

In today's dynamic corporate environment, the role of office management and administration has evolved from a support function to a strategic pillar of organizational success. This course is meticulously designed to equip participants with the advanced skills and proactive mindset required to excel in modern administrative roles. Moving beyond traditional task management, the curriculum delves into strategic planning, process optimization, and leadership within the administrative function. As highlighted by administrative expert Julie Perrine in her book "The Innovative Admin," the contemporary administrative professional is a vital business partner who drives efficiency and contributes to the bottom line. This program, offered by BIG BEN Training Center, provides a comprehensive framework for mastering key competencies, including advanced communication, sophisticated organizational techniques, and effective resource management. Participants will learn to implement streamlined office procedures, manage complex projects, and leverage technology to enhance workplace productivity, ensuring they become indispensable assets to their organizations.

Target Audience / This training course is suitable for:

- Office Managers.
- Senior Administrators.
- Executive Assistants.
- Personal Assistants.
- Administrative Supervisors.
- Team Leaders with administrative responsibilities.
- Secretaries and Senior Support Staff.
- Individuals aspiring to high-level administrative or office management roles.

Target Sectors and Industries:

- Banking and Financial Services.
- Oil and Gas Sector.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Real Estate and Construction.
- Governmental and Public Sector Organizations.
- Non-Profit and Non-Governmental Organizations.
- Hospitality and Retail sectors.

Target Organizations Departments:

- Executive Management and C-Suite Offices.
- Human Resources Department.
- Finance and Accounting Department.
- Operations and Logistics Department.
- Sales and Marketing Teams.
- Legal and Compliance Departments.
- Project Management Offices.
- Customer Service Departments.

Course Offerings:

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

- Develop a strategic mindset for managing administrative functions effectively.
- Master advanced communication and interpersonal skills for professional interaction.
- Implement sophisticated time management and organizational strategies to boost productivity.
- Coordinate and manage meetings and events with professional excellence.
- Establish and maintain efficient records and information management systems.
- Apply basic financial principles for budget tracking and office procurement.
- Enhance problem-solving and critical-thinking abilities for administrative challenges.
- Utilize technology to automate tasks and improve office workflow.
- Lead and mentor junior administrative staff with confidence.
- Cultivate a proactive approach to office management and continuous improvement.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in the workplace. We employ a blended learning approach that combines expert-led presentations with a variety of experiential activities. The course heavily emphasizes participant-centered learning through interactive group discussions, real-world case study analysis, and collaborative problem-solving exercises. Role-playing scenarios will be used to simulate common workplace challenges, allowing participants to practice and refine their communication, negotiation, and conflict resolution skills in a supportive environment. Practical workshops will focus on developing tangible outputs, such as creating improved workflow documents or planning a project timeline. Continuous feedback from the instructor and peers is a core component of the methodology, fostering a dynamic and reflective learning journey that builds both competence and confidence.

Course Agenda (Course Units):

Unit One: The Strategic Role of the Modern Administrative Professional

- The evolution of the administrative function in modern organizations.
- Transitioning from a support role to a strategic business partner.
- Understanding key competencies for administrative excellence.
- Aligning administrative goals with organizational objectives.
- Developing a proactive and forward-thinking mindset.
- Ethical considerations and maintaining confidentiality in the workplace.
- Personal branding and professional image for administrators.

Unit Two: Mastering Advanced Communication and Interpersonal Skills

- Advanced business writing for reports, emails, and proposals.
- Effective verbal communication and active listening techniques.
- Navigating difficult conversations and managing conflict constructively.
- Developing emotional intelligence for improved workplace relationships.
- Presentation skills for administrative professionals.
- Cross-cultural communication and workplace diversity.
- Building rapport and influencing stakeholders effectively.

Unit Three: Enhancing Productivity through Organization and Technology

- Advanced time management and prioritization using modern frameworks.
- Mastering calendar management and strategic scheduling.
- Techniques for effective meeting planning, execution, and follow-up.
- Introduction to project management principles for administrators.
- Leveraging office technology and software for maximum efficiency.
- Organizing and managing digital files and information systems.
- Streamlining workflows and implementing process improvements.

Unit Four: Core Office Management and Financial Acumen

- Developing and implementing standard operating procedures (SOPs).
- Fundamentals of records management and document control.
- Managing office supplies, inventory, and procurement processes.
- Vendor and supplier relationship management.
- Introduction to office budget management and expense tracking.
- Ensuring workplace health, safety, and security compliance.
- Coordinating office logistics, travel arrangements, and events.

Unit Five: Leadership, Problem-Solving, and Professional Growth

- Developing critical thinking and proactive problem-solving skills.
- Decision-making techniques for administrative challenges.
- Fundamentals of supervising and mentoring junior administrative staff.
- Delegating tasks effectively and providing constructive feedback.
- Managing stress and building resilience in a fast-paced environment.
- Creating a personal development plan for career advancement.
- Networking and building a professional support system.

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 an administrative professional transition from a reactive support role to a proactive strategic partner within their organization?

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

This course distinguishes itself by moving beyond the conventional scope of administrative training, which often focuses solely on procedural tasks. Its core uniqueness lies in the strategic integration of advanced soft skills with essential management competencies, framed within a forward-thinking business context. Unlike programs that teach isolated skills, this curriculum is designed to cultivate a holistic, strategic mindset, empowering participants to function as true business partners rather than just support staff. The content emphasizes proactive problem-solving, emotional intelligence, and leadership potential, preparing attendees to anticipate organizational needs and drive efficiency initiatives. Furthermore, the course places a strong emphasis on practical application through sophisticated case studies and real-world simulations that mirror the complexities of the modern corporate environment. It focuses not just on the "what" of administrative tasks, but the "why" behind them, linking every function to broader organizational goals and fostering a deep understanding of business acumen.