Optimizing Office Manager Productivity and Time Management Training Course



09 - 13 Nov 2026

Milan

5900 € (Per Person)

Ref: #OM1787_27563

Course Introduction / Overview:

In today's fast-paced corporate environment, the role of an office manager is more critical and complex than ever, serving as the central hub for organizational efficiency. This course is meticulously designed to transform office managers from proficient administrators into strategic productivity leaders. We delve deep into the science of time management and personal effectiveness, moving beyond superficial tips to instill a robust framework for workflow optimization. Drawing on principles from renowned experts like David Allen, author of the groundbreaking book "Getting Things Done", participants will learn to master their tasks, projects, and responsibilities with reduced stress and enhanced focus. This program offered by BIG BEN Training Center provides a comprehensive toolkit, addressing everything from psychological barriers to productivity to the strategic implementation of digital tools. It focuses on creating sustainable habits that not only boost immediate output but also foster long-term career growth and a healthier work-life balance, ensuring participants can effectively manage their own time and positively influence the productivity culture of their entire organization.

Target Audience / This training course is suitable for:

- Office Managers.
- Administrative Managers.
- Executive Assistants.
- Senior Administrators.
- Personal Assistants.
- Department Coordinators.
- Team Leaders with administrative responsibilities.
- Operations Supervisors.
- Facilities Managers.

Target Sectors and Industries:

- Corporate and Commercial Businesses.
- Healthcare and Medical Administration.
- Educational Institutions.
- Technology and IT Companies.
- Government and Public Sector Agencies.
- Non-Profit and Charitable Organizations.
- Legal and Professional Services Firms.
- Hospitality and Real Estate.

Target Organizations Departments:

- Administration Department.
- Executive Support and C-Suite Offices.
- Human Resources.
- Operations Management.
- Finance and Accounting.
- Project Management Office.
- Facilities Management.
- Customer Service Departments.

Course Offerings:

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

- Develop a personalized productivity system based on proven methodologies.
- Master task prioritization using frameworks like the Eisenhower Matrix.
- Implement effective strategies for managing emails, meetings, and calendars.
- Apply advanced techniques for minimizing workplace interruptions and distractions.
- Delegate tasks effectively to enhance team efficiency and personal focus.
- Utilize digital productivity tools to streamline workflows and automate tasks.
- Manage stress and energy levels to maintain peak performance throughout the day.
- Set clear, achievable goals and create actionable plans to accomplish them.
- Cultivate a proactive mindset to anticipate needs and solve problems efficiently.
- Champion a culture of productivity and efficiency within their teams and departments.

Course Methodology:

This training course from BIG BEN Training Center employs a dynamic and interactive learning methodology designed for maximum skill retention and practical application. We believe that adult learning is most effective when it is experiential and directly relevant to the participant's professional challenges. The training is structured around a blend of expert-led presentations, interactive group discussions, and real-world case study analysis. Participants will engage in hands-on exercises, including workflow mapping and personal productivity audits, to immediately apply the concepts learned. Collaborative workshops and role-playing scenarios will be used to practice skills like delegation and managing interruptions in a supportive environment. A significant emphasis is placed on peer-to-peer learning, allowing participants to share experiences and solutions. Throughout the course, there will be continuous opportunities for feedback and personalized coaching from the instructor to ensure that each individual can adapt the strategies to their unique work environment and responsibilities, leaving them confident and equipped to implement positive changes immediately.

Course Agenda (Course Units):

Unit One: The Foundations of Productivity for Office Managers

- The strategic role of the modern office manager.
- Conducting a personal time and productivity audit.
- Understanding the psychology of procrastination and motivation.
- Setting SMART goals for administrative excellence.
- The core principles of energy management versus time management.
- Identifying and overcoming common productivity barriers.
- Establishing a proactive and growth-oriented mindset.

Unit Two: Mastering Prioritization and Core Time Management Techniques

- Deep dive into the Eisenhower Matrix for urgent vs. important tasks.
- Applying the Pomodoro Technique to enhance focus and manage breaks.
- Introduction to the Getting Things Done (GTD) methodology.
- The Pareto Principle (80/20 Rule) in administrative tasks.
- Techniques for accurate time estimation and task batching.
- Developing a master task list and a daily action plan.
- Strategies for managing multiple projects and conflicting priorities.

Unit Three: Optimizing Digital Workflows and Communication

- Achieving "Inbox Zero" and mastering email management.
- Best practices for efficient and effective meeting management.
- Leveraging digital calendars for strategic scheduling.
- Exploring and selecting the right task management applications.
- Organizing digital files and information for quick retrieval.
- Streamlining communication channels to reduce noise.
- Automating routine tasks using simple digital tools.

Unit Four: Managing Interruptions, Delegation, and People Dynamics

- Identifying sources of distraction and creating a focused work environment.
- Techniques for politely and assertively managing interruptions from colleagues.
- The art of effective delegation for office managers.
- Overcoming the barriers to successful delegation.
- Communicating expectations clearly for delegated tasks.
- Providing constructive feedback and managing follow-up.
- Building productive relationships with stakeholders and team members.

Unit Five: Sustainable Productivity and Advanced Strategies

- Developing routines and habits for long-term success.
- Strategies for managing stress and preventing burnout.
- The importance of breaks and renewal for peak performance.
- Conducting a weekly review to stay on track with goals.
- Continuous improvement and adapting your productivity system.
- Leading by example to foster a productive office culture.
- Creating a personal development plan for continued growth.

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 might the principles of energy management, rather than time management, fundamentally reshape an office manager's approach to daily productivity and well-being?

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

This course distinguishes itself by moving beyond generic time management tips and focusing on the specific, multifaceted challenges faced by office managers. Unlike programs that offer a one-size-fits-all solution, we emphasize the creation of a personalized productivity system tailored to each participant's unique role, responsibilities, and work style. The curriculum integrates psychological principles with practical techniques, addressing the root causes of inefficiency, such as procrastination and decision fatigue, rather than just treating the symptoms. A key differentiator is our strong focus on energy management as a cornerstone of sustainable high performance, a concept often overlooked in traditional time management training. We also dedicate significant time to the "people" aspect of the role, providing advanced strategies for delegation, managing interruptions, and influencing a positive productivity culture. The methodology is highly practical, ensuring that participants leave not with abstract theories, but with a concrete action plan and a toolkit of strategies they have already practiced and can implement immediately upon returning to their workplace.