Strategic Office Management and Operational Excellence Training Course



07 - 11 Dec 2026

Milan

5900 € (Per Person)

Ref: #OM6233_27456

Course Introduction / Overview:

In today's dynamic business environment, the role of office administration has evolved from a support function to a strategic pillar of organizational success. This course is designed to equip professionals with the advanced skills needed to drive operational excellence and contribute directly to strategic objectives. It moves beyond traditional administrative tasks to explore a holistic framework for managing modern office environments efficiently and effectively. Drawing on principles championed by management thinkers like Peter Drucker, who emphasized effectiveness and "doing the right things," this program integrates strategic planning with practical execution. Participants will delve into concepts similar to those found in works like "The Toyota Way," learning how to apply lean principles to eliminate waste, optimize workflows, and foster a culture of continuous improvement within an administrative context. At BIG BEN Training Center, we provide a comprehensive learning journey that empowers participants to become proactive leaders, capable of managing resources, leveraging technology, and aligning administrative functions with the overarching goals of the organization, thereby transforming their role into a value-adding powerhouse.

Target Audience / This training course is suitable for:

- Office Managers and Senior Administrators.
- Executive Assistants and Personal Assistants.
- Operations Managers and Coordinators.
- Administrative Team Leaders and Supervisors.
- Facilities Managers.
- Professionals aspiring to a senior administrative or operational management role.
- Business owners and entrepreneurs seeking to optimize their office operations.

Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Oil and Gas.
- Governmental and Public Sector Organizations.
- Consulting and Professional Services.
- Manufacturing and Engineering.
- Retail and Hospitality.

Target Organizations Departments:

- Administration and General Services.
- Executive and C-Suite Offices.
- Operations Management.
- Human Resources.
- Finance and Accounting.
- Procurement and Supply Chain.
- Project Management Offices.
- Customer Service Departments.

Course Offerings:

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

- Develop a strategic vision for the administrative function aligned with corporate goals.
- Implement lean management principles to streamline office workflows and eliminate waste.
- Master advanced techniques for budgeting, financial control, and resource allocation.
- Optimize procurement processes and manage vendor relationships effectively.
- Lead digital transformation initiatives by leveraging office automation and technology.
- Enhance communication and stakeholder management skills for greater influence.
- Design and implement key performance indicators (KPIs) to measure administrative efficiency.
- Apply project management methodologies to administrative tasks and initiatives.
- Foster a culture of continuous improvement and operational excellence within their teams.

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 move beyond traditional lectures to create a dynamic learning environment that fosters collaboration and deep understanding. The course utilizes a blend of expert-led presentations, real-world case study analysis, and interactive group discussions where participants can share experiences and solve common challenges. A significant portion of the training is dedicated to hands-on workshops and practical exercises, such as process mapping, budget creation, and risk assessment. Role-playing scenarios will be used to hone communication, negotiation, and conflict resolution skills. Participants will receive constructive feedback from both the instructor and their peers, facilitating a supportive and growth-oriented atmosphere. This blended approach ensures a comprehensive grasp of both the theoretical frameworks of strategic administration and the practical tools needed to achieve operational excellence.

Course Agenda (Course Units):

Unit One: The Strategic Role of the Modern Office Manager

- The evolution from administrative support to strategic partner.
- Aligning administrative goals with organizational strategy.
- Fundamentals of operational excellence in an office environment.
- Conducting a SWOT analysis for the administrative function.
- Key competencies for strategic office administration.
- Introduction to corporate governance and compliance.
- Ethical considerations in modern office management.

Unit Two: Achieving Operational Excellence through Process Optimization

- Applying lean principles to administrative processes.
- Value stream mapping to identify and eliminate waste (Muda).
- Implementing Kaizen for continuous improvement.
- Workflow automation and business process re-engineering.
- Techniques for effective document management and control systems.
- Time management and productivity strategies for administrative teams.
- Quality management principles for administrative services.

Unit Three: Financial Acumen and Resource Management

- Developing and managing departmental budgets.
- Cost control techniques and variance analysis.
- Strategic procurement and vendor management.
- Negotiation skills for contracts and service level agreements.
- Inventory and office supplies management.
- Asset management and facilities oversight.
- Principles of sustainable and green office management.

Unit Four: Leveraging Technology for Administrative Transformation

- The role of technology in the modern office.
- Evaluating and implementing new office technologies and software.
- Digital document management and collaboration platforms.
- Cybersecurity awareness for administrative professionals.
- Data analysis and report generation for informed decision-making.
- Managing virtual and hybrid office environments.
- Future trends in office automation and artificial intelligence.

Unit Five: Leadership, Communication, and Stakeholder Management

- Leadership styles for managing administrative teams.
- Effective communication and interpersonal skills.
- Managing stakeholder expectations and building relationships.
- Conflict resolution and problem-solving techniques.
- Change management for administrative projects and initiatives.
- Developing and monitoring Key Performance Indicators (KPIs).
- Crafting compelling reports and presentations for senior management.

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 principles of operational excellence be adapted to foster innovation and creativity within an administrative function, rather than just efficiency?

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

This course distinguishes itself by holistically integrating the dual pillars of high-level strategic thinking with ground-level operational excellence, a combination rarely found in standard administration programs. While many courses focus on discrete skills like software proficiency or time management, this program elevates the participant's perspective, teaching them how to function as a strategic business partner. It moves beyond the "how" of administrative tasks to the "why" of strategic alignment, empowering professionals to not only manage an office but to optimize it as a critical component of the organization's value chain. The curriculum is built on a foundation of established management theories and lean principles, yet it is intensely practical, focusing on the application of these concepts within the unique context of an office environment. Rather than just providing tools, it cultivates a mindset of continuous improvement, strategic foresight, and influential leadership. Participants will leave not just as more efficient administrators, but as strategic thinkers capable of driving meaningful and measurable improvements in their organizations.