Intelligent Automation for Administrative Tasks Training Course



21 - 25 Dec 2026

Cape town

4600 € (Per Person)

Ref: #PRO6886_279384

Course Introduction / Overview:

This course provides a comprehensive exploration of how Artificial Intelligence (AI) is revolutionizing administrative functions and driving unprecedented levels of efficiency. In an era of digital transformation, the ability to automate routine tasks is no longer a luxury but a strategic necessity for achieving operational excellence. This program, offered by BIG BEN Training Center, is designed to equip participants with the knowledge and skills to identify, evaluate, and implement AI-powered automation solutions within their administrative workflows. We will move beyond theoretical concepts to provide practical, actionable insights. As discussed by the renowned academic Thomas H. Davenport in his book "The AI Advantage," the true power of AI lies in its ability to augment human capabilities and free up valuable time for more strategic, high-value work. This course delves into key technologies such as Robotic Process Automation (RPA), Natural Language Processing (NLP), and machine learning, demonstrating their application in real-world administrative scenarios like data entry, document processing, scheduling, and reporting. Participants will learn to build a business case for automation, manage implementation projects, and navigate the associated change management challenges, ensuring a smooth and successful integration of intelligent automation into their organizational structure.

Target Audience / This training course is suitable for:

- Administrative Managers and Supervisors.
- Office Managers and Executive Assistants.
- Operations Professionals and Business Analysts.
- Human Resources and Finance Department Staff.
- Project Coordinators and Team Leaders.
- IT professionals involved in business process improvement.
- Anyone seeking to enhance administrative efficiency through technology.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Retail and E-commerce.
- Manufacturing and Supply Chain.
- Telecommunications and Technology.
- Professional Services and Consulting.
- Governmental Agencies and Public Sector Organizations.
- Education and Non-Profit Organizations.

Target Organizations Departments:

- Administration and General Services.
- Human Resources and Payroll.
- Finance and Accounting.
- Procurement and Purchasing.
- Customer Service and Support.
- Operations and Logistics.
- Legal and Compliance.
- Information Technology (IT).

Course Offerings:

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

- Identify and analyze administrative processes suitable for automation.
- Understand the core concepts of AI, machine learning, and Robotic Process Automation (RPA).
- Evaluate different AI tools and platforms for administrative tasks.
- Develop a business case and calculate the potential ROI for automation projects.
- Design and map optimized, AI-driven administrative workflows.
- Manage the implementation of small-scale automation solutions.
- Address the challenges of change management and employee adoption of new technologies.
- Apply best practices for governing and scaling intelligent automation initiatives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond traditional lectures to create an immersive learning environment. We utilize a blend of expert-led presentations, real-world case studies of successful administrative automation projects, and hands-on exercises. Participants will work in small groups to analyze sample administrative workflows, identify automation opportunities, and brainstorm potential AI solutions. Interactive sessions, facilitated discussions, and Q&A panels encourage active participation and knowledge sharing among attendees from diverse professional backgrounds. A significant portion of the course is dedicated to practical application, where participants will get to model an automation process and develop a basic implementation plan. Continuous feedback from the instructor and peers is a core component of the learning process, helping to refine understanding and build confidence. This dynamic and supportive approach ensures a deep and lasting comprehension of intelligent automation principles and practices.

Course Agenda (Course Units):

Unit One: Foundations of AI in Administrative Automation

- Introduction to Artificial Intelligence (AI) and Machine Learning (ML).
- Defining Intelligent Automation and Robotic Process Automation (RPA).
- The evolution of administrative roles in the age of AI.
- Distinguishing between simple automation and intelligent automation.
- Key benefits of automating administrative tasks.
- Common myths and misconceptions about AI in the workplace.
- Exploring the landscape of AI-powered administrative tools.

Unit Two: Identifying and Analyzing Automation Opportunities

- Mapping existing administrative workflows and processes.
- Techniques for identifying bottlenecks and repetitive tasks.
- Conducting a cost-benefit analysis for automation projects.
- Calculating Return on Investment (ROI) for administrative AI.
- Prioritizing automation initiatives based on impact and feasibility.
- Data collection and preparation for automation.
- Understanding the importance of process standardization before automation.

Unit Three: Core Technologies and Tools for Administrative AI

- Deep dive into Robotic Process Automation (RPA) for rule-based tasks.
- Introduction to Natural Language Processing (NLP) for text and email analysis.
- Utilizing AI for intelligent document processing and data extraction.
- Implementing AI-powered chatbots for internal and external support.
- Exploring AI tools for scheduling, meeting coordination, and calendar management.
- AI applications in expense reporting and invoice processing.
- An overview of low-code and no-code automation platforms.

Unit Four: Implementing and Managing Automation Projects

- Developing a phased implementation strategy for AI tools.
- Key principles of project management for automation initiatives.
- Best practices for selecting vendors and automation software.
- Strategies for effective change management and user adoption.
- Training employees to work alongside AI-powered digital assistants.
- Establishing key performance indicators (KPIs) to measure success.
- Conducting pilot programs and scaling successful initiatives.

Unit Five: Governance, Ethics, and the Future of Administrative Work

- Establishing a governance framework for intelligent automation.
- Addressing the ethical considerations of AI in the workplace.
- Ensuring data privacy and security in automated processes.
- The role of continuous improvement in an automated environment.
- Exploring advanced concepts like hyperautomation and process mining.
- Future trends in AI and their impact on administrative functions.
- Developing a personal action plan for driving automation in your role.

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:

As AI automates more routine administrative tasks, what new strategic roles and skills will emerge for administrative professionals to remain indispensable?

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

This course distinguishes itself by focusing on the strategic and practical application of AI in administration, rather than merely providing a technical overview of various tools. While many programs concentrate on the "what," we emphasize the "why" and "how." We guide participants through the critical thinking process of identifying high-impact automation opportunities and building a compelling business case, a skill essential for gaining organizational buy-in. The curriculum is uniquely structured to address the human side of technological change, dedicating significant time to change management strategies and fostering a collaborative culture between employees and their new digital coworkers. Unlike tool-specific training, our approach is technology-agnostic, equipping participants with a versatile framework for evaluating and selecting the right solutions for their specific needs. The course content, grounded in established business principles like those advocated by thought leaders such as Thomas H. Davenport, ensures that learning is not just about technology but about driving tangible business value, improving operational excellence, and strategically positioning administrative functions for the future.