# Strategic Office Management and Operational Excellence Training Course

19 - 23 Oct 2026

Boston

7500 € (Per Person)

Ref: #PRO8819_76504

## Course Introduction / Overview:

The contemporary business environment demands more from administrative professionals than ever before. The shift from traditional support roles to strategic partners requires a sophisticated blend of advanced administrative skills, technological acumen, and a deep understanding of operational excellence. This course is meticulously designed to bridge that gap, transforming office administration into a powerhouse of efficiency and value creation. Drawing upon foundational principles of process improvement, as detailed by pioneers like James Womack in his influential book "The Machine That Changed the World", we will explore how Lean thinking can be powerfully applied to administrative workflows. Participants will learn to identify and eliminate waste, streamline processes, and leverage smart technologies to foster a culture of continuous improvement. BIG BEN Training Center has developed this program to empower professionals to not only manage the modern office but to strategically enhance its operational capabilities, ensuring they become indispensable assets who drive organizational success through seamless, intelligent, and proactive administration. This journey is about evolving from a task-doer to a strategic enabler of business excellence.

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

- Office Managers and Administrators.
- Administrative Supervisors and Team Leaders.
- Executive Assistants and Personal Assistants.
- Operations Coordinators and Managers.
- Senior Administrative Staff.
- Facilities Managers.
- Department Heads seeking to improve administrative functions.
- Professionals aspiring to leadership roles in office management.

## Target Sectors and Industries:

- Technology and Information Services.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceutical.
- Consulting and Professional Services.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Government Agencies and Public Sector Organizations.
- Education and Non-Profit Institutions.

## Target Organizations Departments:

- Administration and General Services.
- Operations Management.
- Executive Support and C-Suite Offices.
- Human Resources.
- Finance and Accounting.
- Project Management Office (PMO).
- Facilities and Corporate Real Estate.
- Procurement and Vendor Management.

## Course Offerings:

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

- Implement operational excellence frameworks like Lean and Kaizen in an office setting.
- Leverage smart technologies and automation tools to streamline administrative workflows.
- Develop and analyze key performance indicators (KPIs) to measure administrative efficiency.
- Master advanced communication and stakeholder management techniques.
- Lead change initiatives within their departments to foster a culture of continuous improvement.
- Optimize resource allocation, including budgeting and vendor management, for maximum value.
- Enhance problem-solving and decision-making skills using data-driven approaches.
- Design and manage efficient digital document and information management systems.
- Apply project management principles to administrative tasks and initiatives.
- Develop strategies for managing hybrid and remote work environments effectively.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create a dynamic learning environment built on a foundation of experiential activities. The course heavily utilizes real-world case studies to deconstruct complex challenges in office administration and operational excellence, allowing participants to analyze successful strategies and common pitfalls. Collaborative group exercises and workshops encourage peer-to-peer learning and the exchange of diverse perspectives. Interactive sessions, facilitated by our expert instructors, involve brainstorming, problem-solving simulations, and open discussions to deepen understanding. A significant emphasis is placed on practical application, where participants will work on projects directly related to their own work environments. Continuous feedback is provided throughout the course, both from the instructor and peers, to refine skills and build confidence. This blended approach ensures a comprehensive learning experience that is both engaging and impactful.

## Course Agenda (Course Units):

### Unit One: Foundations of Strategic Office Administration

- The Evolution of the Administrative Role from Support to Strategic Partner.
- Core Principles of Operational Excellence in a Corporate Environment.
- Introduction to Lean Office Management and Identifying the Eight Wastes.
- Understanding the Interplay Between People, Processes, and Technology.
- Key Performance Indicators (KPIs) for Administrative Functions.
- Strategic Planning for Administrative Departments.
- Fundamentals of Corporate Governance and Compliance for Administrators.

### Unit Two: Integrating Smart Technology and Digital Workflows

- The Digital Transformation of the Modern Workplace.
- Automating Routine Tasks with Robotic Process Automation (RPA) and AI Tools.
- Advanced Features of Collaboration Platforms (e.g., Microsoft 365, Google Workspace).
- Implementing and Managing Digital Document Management Systems (DMS).
- Cybersecurity Best Practices for Office Administrators.
- Leveraging Data Analytics for Informed Decision-Making.
- Introduction to IoT (Internet of Things) for Smart Office Management.

### Unit three: Process Improvement and Workflow Optimization

- Techniques for Business Process Mapping and Analysis.
- Applying Kaizen Principles for Continuous Incremental Improvement.
- Root Cause Analysis Tools (e.g., 5 Whys, Fishbone Diagram).
- Streamlining Communication and Information Flow Across Departments.
- Time Management and Productivity Strategies for a High-Performance Office.
- Developing Standard Operating Procedures (SOPs) for Consistency and Quality.
- Managing and Optimizing Office Layout for Enhanced Workflow.

## Unit Four: Advanced Management and Leadership Skills

- Project Management Fundamentals for Administrative Professionals.
- Effective Budgeting, Financial Tracking, and Cost Control Techniques.
- Vendor and Contract Management Best Practices.
- Advanced Communication, Negotiation, and Influencing Skills.
- Leading and Motivating an Administrative Team.
- Conflict Resolution and Stakeholder Management.
- Change Management Principles for a Smooth Transition to New Processes.

## Unit Five: The Future-Ready and Agile Administration

- Managing Hybrid and Remote Work Models Effectively.
- Fostering a Culture of Agility and Adaptability.
- Sustainable Office Practices and Corporate Social Responsibility.
- Developing a Personal Leadership and Career Development Plan.
- Business Continuity and Crisis Management Planning for Administrative Functions.
- The Role of the Administrator in Enhancing the Employee Experience.
- Capstone Project: Designing an Operational Excellence Initiative for Your Workplace.

# 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 automation and AI increasingly handle routine administrative tasks, how does the strategic role of the office administrator evolve to create indispensable value within an organization?

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

This course distinguishes itself by holistically integrating three critical pillars of modern business success into a single, cohesive program tailored for administrative professionals: strategic management, operational excellence, and smart technology. Unlike courses that focus narrowly on software skills or traditional administrative tasks, this program elevates the participant's perspective, transforming them from a functional specialist into a strategic business partner. We delve deep into the 'why' behind the 'what', exploring proven methodologies like Lean and Kaizen, not as abstract theories, but as practical tools for redesigning administrative workflows. The curriculum emphasizes data-driven decision-making and process optimization, empowering participants to quantify their impact on the organization's bottom line. Furthermore, the focus on leadership, change management, and future-readiness prepares professionals to not just adapt to the evolving workplace but to lead the transformation. It is this unique synthesis of strategic thinking, process engineering, and technological fluency that provides a comprehensive and forward-looking learning experience, unmatched by standard administration courses.