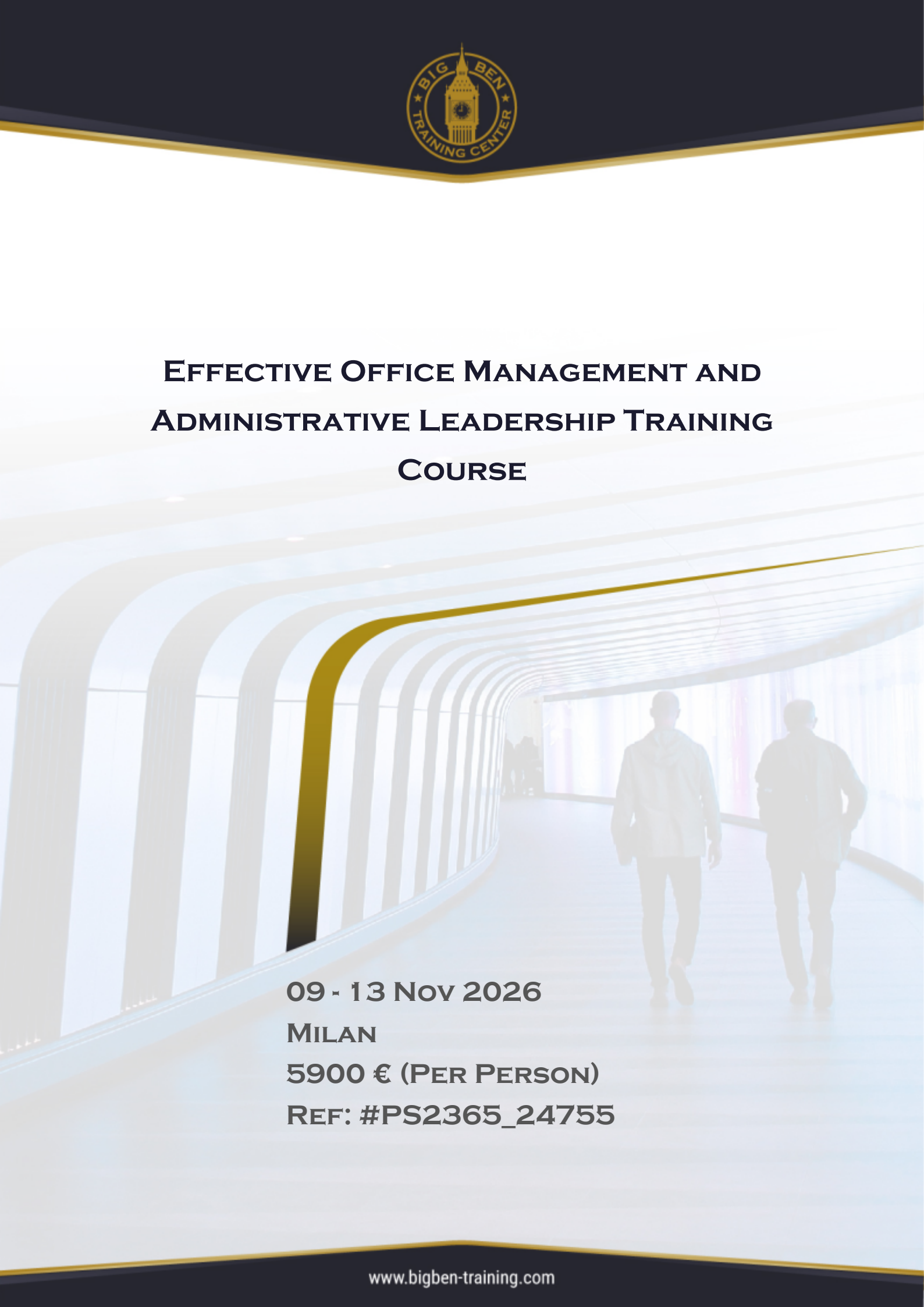
Effective Office Management and Administrative Leadership Training Course



09 - 13 Nov 2026

Milan

5900 € (Per Person)

Ref: #PS2365_24755

Course Introduction / Overview:

In today's dynamic corporate environment, the roles of office management and administrative leadership have evolved from supportive functions to strategic cornerstones of organizational success. This course is meticulously designed to equip participants with the advanced skills and strategic mindset required to excel in these critical roles. Moving beyond traditional administrative tasks, the program delves into the core principles of effective leadership, operational efficiency, and proactive management. As highlighted by management expert Julie Morgenstern in her influential book, "Time Management from the Inside Out," mastering personal organization is the foundation for leading productive teams and streamlined operations. This training course integrates such foundational concepts with advanced leadership theories to foster a holistic skill set. Participants will learn to manage complex workflows, lead administrative teams with confidence, and contribute to strategic organizational goals. At BIG BEN Training Center, we provide a comprehensive learning journey that transforms administrative professionals into indispensable strategic partners, capable of driving productivity and fostering a positive, high-performance work environment. This program is the definitive guide for anyone looking to master the art and science of modern office administration and leadership.

Target Audience / This training course is suitable for:

- Office Managers and Senior Administrators.
- Executive Assistants and Personal Assistants.
- Administrative Team Leaders and Supervisors.
- Department Coordinators and Project Administrators.
- Facilities Managers and Operations Coordinators.
- Professionals aspiring to move into administrative leadership roles.
- Small business owners managing their own administrative functions.

Target Sectors and Industries:

- Corporate and Private Sector Businesses.
- Governmental Bodies and Public Sector Organizations.
- Healthcare and Medical Institutions.
- Educational Institutions including Schools and Universities.
- Non-Profit and Non-Governmental Organizations (NGOs).
- Banking, Finance, and Insurance Sectors.
- Technology and Telecommunications Companies.

Target Organizations Departments:

- Administration and General Services Departments.
- Executive and C-Suite Support Offices.
- Human Resources Departments.
- Operations and Logistics Departments.
- Finance and Accounting Departments.
- Project Management Offices (PMO).
- Customer Service and Client Relations Departments.

Course Offerings:

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

- Develop a strategic vision for administrative functions within the organization.
- Master advanced techniques for time management, prioritization, and workflow optimization.
- Lead, motivate, and develop high-performing administrative teams.
- Enhance interpersonal communication and conflict resolution skills.
- Implement effective systems for records management and information flow.
- Manage office budgets, control expenses, and contribute to financial planning.
- Coordinate and execute projects with precision and efficiency.
- Leverage modern office technology to boost productivity and collaboration.
- Facilitate professional meetings and produce clear, concise business documents.
- Drive continuous improvement in administrative processes and procedures.

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 lecture-based formats to create a dynamic learning environment. The course heavily utilizes a blend of expert-led presentations, real-world case studies, and interactive group discussions to explore complex administrative and leadership challenges. Participants will engage in hands-on activities, role-playing scenarios, and problem-solving exercises that simulate real office situations, allowing them to practice new skills in a supportive setting. A significant emphasis is placed on peer-to-peer learning, where attendees can share experiences and best practices from their own professional contexts. Individual and group feedback sessions are integrated throughout the program to foster self-awareness and continuous improvement. Our approach ensures that participants not only grasp the theoretical concepts of advanced office management but also build the confidence and competence to implement them effectively, transforming their professional capabilities and organizational impact.

Course Agenda (Course Units):

Unit One: The Strategic Role of the Modern Office Administrator

- The evolution of the administrative professional from support to strategic partner.
- Core competencies of an effective office manager and administrative leader.
- Understanding organizational structure and administrative impact on business goals.
- Principles of strategic thinking and planning for administrative functions.
- Developing a professional brand and executive presence.
- Ethical considerations and maintaining confidentiality in the workplace.
- Aligning administrative objectives with corporate strategy.

Unit Two: Mastering Productivity and Workflow Management

- Advanced time management techniques for peak performance.
- Prioritization methods like the Eisenhower Matrix and Pareto Analysis.
- Streamlining workflows and implementing process improvements.
- Leveraging technology for automation and enhanced efficiency.
- Managing multiple projects and deadlines effectively.
- Techniques for effective delegation and follow-up.
- Creating and maintaining an organized and productive work environment.

Unit Three: Leadership and Team Management for Administrators

- Defining leadership versus management in an administrative context.
- Developing your personal leadership style.
- Motivating and empowering administrative team members.
- Effective communication strategies for leading teams.
- Conducting productive team meetings and huddles.
- Managing team dynamics and resolving conflicts constructively.
- Performance feedback and professional development for administrative staff.

Unit Four: Advanced Communication and Interpersonal Skills

- Mastering professional business writing and correspondence.
- Developing persuasive verbal communication and presentation skills.
- Active listening and emotional intelligence in the workplace.
- Managing difficult conversations and providing constructive feedback.
- Building strong professional relationships with stakeholders at all levels.
- Negotiation skills for administrative professionals.
- Cross-cultural communication in a diverse work environment.

Unit Five: Core Business Functions and Professional Growth

- Fundamentals of budget management and financial administration for non-financial managers.
- Implementing and managing robust records management systems.
- Planning and executing corporate events and meetings.
- Principles of change management for administrative leaders.
- Developing a continuous improvement mindset.
- Creating a personal development plan for career advancement.
- Future trends in office management and administrative leadership.

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 administrative leaders proactively shape organizational culture rather than simply reacting to it?

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

This training course distinguishes itself by holistically integrating the dual pillars of operational management and strategic leadership, a combination often treated separately in other programs. While many courses focus solely on the technical aspects of office administration, this program elevates the curriculum by embedding advanced leadership principles into every module. It moves beyond teaching mere efficiency and organization to cultivate a strategic mindset, empowering participants to see their role as a central hub for business success. The content is designed not just to improve task execution but to develop decision-making, problem-solving, and team motivation skills that are critical for leadership. Furthermore, the course emphasizes the human element of management, with deep dives into emotional intelligence, conflict resolution, and communication, which are essential for fostering a positive and productive work environment. By focusing on practical application through case studies and interactive scenarios, it ensures that participants leave not with a list of theories, but with a tangible set of skills and the confidence to implement strategic changes within their organizations.