Optimizing Administrative Operations and Workflow Management Training Course

08 - 12 Nov 2026

Amman

3800 € (Per Person)

Ref: #SA4995_204860

Course Introduction / Overview:

This course provides a comprehensive framework for mastering administrative operations and achieving peak organizational efficiency. In today's fast-paced business environment, streamlined workflows are not just an advantage; they are a necessity for survival and growth. This program delves into the core principles of workflow optimization, moving beyond basic administrative tasks to a strategic approach to process management. Participants will learn to identify bottlenecks, eliminate waste, and redesign processes for maximum productivity and quality. Drawing on foundational concepts from experts like W. Edwards Deming, who revolutionized quality management, the course emphasizes a systematic approach to continuous improvement. We will explore practical methodologies discussed in seminal works such as "The Goal" by Eliyahu M. Goldratt, focusing on how to manage constraints within administrative systems. BIG BEN Training Center has designed this course to be intensely practical, equipping professionals with the tools to analyze, innovate, and lead administrative change, ultimately driving significant value for their organizations through enhanced operational excellence and resource allocation.

Target Audience / This training course is suitable for:

- Office Managers.
- Administrative Supervisors and Team Leaders.
- Operations Managers and Coordinators.
- Executive Assistants and Senior Administrators.
- Business Process Analysts.
- Project Managers involved in operational improvements.
- Department Heads seeking to improve team efficiency.
- Human Resources professionals responsible for process design.
- Anyone responsible for managing or improving administrative functions.

Target Sectors and Industries:

- Healthcare and Medical Administration.
- Banking, Finance, and Insurance.
- Education and Academic Institutions.
- Manufacturing and Supply Chain.
- Information Technology and Services.
- Governmental agencies and public sector organizations.
- Retail and Customer Service.
- Consulting and Professional Services.
- Non-Profit Organizations.

Target Organizations Departments:

- Administration and General Services.
- Operations Management.
- Human Resources.
- Finance and Accounting.
- Customer Support and Service Delivery.
- Procurement and Purchasing.
- Legal and Compliance.
- Project Management Office (PMO).
- Information Technology (IT).

Course Offerings:

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

- Analyze and map existing administrative workflows to identify inefficiencies.
- Apply Lean principles to eliminate waste in office and service environments.
- Develop and implement Standard Operating Procedures (SOPs) for consistency.
- Utilize process improvement tools like flowcharts and value stream mapping.
- Redesign workflows to enhance productivity and reduce operational costs.
- Implement performance metrics and KPIs to monitor administrative efficiency.
- Manage the change process associated with workflow optimization projects.
- Leverage technology and automation to streamline administrative tasks.
- Foster a culture of continuous improvement within their teams and departments.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and results-oriented. This course moves beyond traditional lectures to immerse participants in a dynamic learning environment. A significant portion of the program is dedicated to hands-on workshops where attendees will work with real-world or simulated case studies to practice process mapping, bottleneck analysis, and workflow redesign. We utilize a blend of instructional techniques, including facilitator-led discussions, group brainstorming sessions, and practical exercises. Participants will engage in collaborative teamwork to solve complex administrative challenges, fostering peer-to-peer learning and the exchange of diverse perspectives. Individual and group feedback sessions are integral to the process, ensuring that each participant can directly apply the concepts to their specific work context. The focus is on building practical skills and confidence, enabling attendees to return to their organizations ready to implement tangible improvements and drive operational excellence from day one.

Course Agenda (Course Units):

Unit One: Fundamentals of Administrative Operations Management

- Introduction to administrative operations and their strategic importance.
- Defining workflow and its impact on organizational productivity.
- Core principles of business process management (BPM).
- Understanding the relationship between efficiency, effectiveness, and quality.
- The role of the administrator in process improvement.
- Identifying common types of waste in administrative processes (Muda).
- Historical context and key thinkers in operations management.

Unit Two: Analyzing and Mapping Current Workflows

- Techniques for gathering information on existing processes.
- Introduction to process mapping and flowcharting symbols and standards.
- Creating detailed 'As-Is' process maps.
- Value Stream Mapping (VSM) for administrative and service processes.
- Identifying bottlenecks, redundancies, and non-value-added activities.
- Conducting a Root Cause Analysis (RCA) using the 5 Whys.
- Utilizing data to quantify process performance and problems.

Unit Three: Workflow Optimization and Redesign Strategies

- Principles of Lean Office for administrative environments.
- Applying Kaizen for continuous, incremental improvement.
- Strategies for process simplification and standardization.
- Designing 'To-Be' workflows for optimal efficiency.
- Introduction to task automation and digital workflow tools.
- Error-proofing (Poka-Yoke) administrative tasks.
- Benchmarking best practices in administrative operations.

Unit Four: Implementing Change and New Workflows

- Developing a structured implementation plan for new processes.
- Principles of change management in an administrative context.
- Communicating process changes effectively to stakeholders.
- Overcoming resistance and building buy-in from team members.
- Training staff on new procedures and systems.
- Pilot testing and refining new workflows before full rollout.
- The manager's role in leading and sustaining operational change.

Unit Five: Measuring Performance and Continuous Improvement

- Developing Key Performance Indicators (KPIs) for administrative functions.
- Techniques for monitoring and measuring workflow performance.
- Using dashboards and reports for data-driven decision-making.
- Establishing a framework for regular process reviews and audits.
- Fostering a culture of continuous improvement and employee engagement.
- Integrating workflow management with strategic organizational goals.
- Creating a personal action plan for applying course concepts.

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 workflow optimization in a manufacturing setting be adapted to enhance creativity and innovation in a non-production administrative department?

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

This course distinguishes itself by adopting a holistic and strategic perspective on administrative management, rather than focusing narrowly on isolated tasks or software tools. Its core strength lies in integrating the technical science of process analysis with the human art of change management. While many programs teach how to draw a process map, this course goes deeper, exploring how to lead a team through the transition to a new, more efficient way of working. We emphasize the application of proven industrial methodologies like Lean and Kaizen, but specifically adapted for the unique challenges of office and service environments. The curriculum is built around practical application, moving from theory to hands-on workshops where participants diagnose real-world administrative problems and design tangible solutions. It fosters a mindset of continuous improvement, empowering attendees not just to fix a single broken process, but to build a sustainable culture of operational excellence within their organizations. The focus is on developing strategic thinkers who can align administrative functions with broader business objectives, turning a cost center into a value-driving force.