informatech



ADMINISTRATION AND SECRETARIAL | AS-004

Certified Administration Manager

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.co.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands



Course content

Why Attend

Why Attend Administrative professionals play a critical role in ensuring organizational efficiency and smooth business operations. This course equips participants with the practical skills and professional tools required to enhance office performance, strengthen communication abilities, improve personal effectiveness, and develop the confidence needed to excel in administrative and management roles.

Course Methodology This course follows an interactive and practical approach using presentations, case studies, role-playing activities, group discussions, individual exercises, real workplace scenarios, self-assessment tools, and hands-on applications to maximize learning and workplace implementation.

Course Objectives By the end of this course, participants will be able to:

- Improve administrative and office management effectiveness
- Enhance time and priority management capabilities
- Develop stronger self-management and emotional intelligence skills
- Communicate professionally and manage workplace relationships
- Apply critical thinking and problem-solving techniques
- Strengthen planning and organizational abilities
- Build a professional image and personal career development strategy
- Deliver ideas and presentations confidently

Target Audience

- Administrative managers and supervisors
- Executive and personal assistants
- Office managers
- Secretaries and coordinators
- Administrative professionals seeking career development
- Employees transitioning into administrative leadership roles



Course content

Target Competencies

- Administrative effectiveness
- Time and task management
- Emotional intelligence
- Communication and interpersonal skills
- Decision-making
- Planning and organization
- Problem-solving
- Leadership and self-development
- Presentation and professional image skills

Course outline

Day 1: Productivity and Office Effectiveness

- Understanding the characteristics of high-performing administrative functions
- Enhancing productivity through effective work practices
- Techniques for organizing daily responsibilities and priorities
- Applying practical strategies for maximizing efficiency
- Utilizing digital tools and technology for task and workflow management

Day 2: Personal Effectiveness and Self-Leadership

- Identifying barriers that limit personal and professional growth
- Building productive habits and positive thinking patterns
- Developing emotional awareness and self-regulation skills
- Strengthening confidence and professional presence
- Maintaining focus and resilience during pressure and workplace challenges



Course content

Course outline

Day 3: Professional Communication and Relationship Building

- Recognizing different communication approaches and preferences
- Communicating with clarity and confidence in workplace situations
- Managing disagreements and resolving issues constructively
- Improving active listening and understanding skills
- Adapting communication styles to different personalities and behaviors

Day 4: Thinking, Planning, and Problem-Solving Skills

- Applying visual thinking and idea organization techniques
- Improving project planning and task scheduling methods
- Using creative approaches for solving workplace challenges
- Developing analytical and practical decision-making skills
- Enhancing cognitive flexibility and innovative thinking

Day 5: Professional Development and Career Growth

- Building a strong professional identity and workplace image
- Managing digital communication and professional networking effectively
- Understanding non-verbal communication and personal impact
- Delivering presentations with confidence and influence
- Designing effective presentation materials and impactful visual content



Seminar dates

Available seminar dates

Live dates and pricing for Certified Administration Manager generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
14 - 18 December 2026	Amsterdam - Netherlands	Classroom	**€3,400.-**
21 - 25 December 2026	London - U.K	Classroom	**€3,360.-**
4 - 8 January 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
1 - 5 February 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
1 - 5 March 2027	London - U.K	Classroom	**€3,360.-**
5 - 9 April 2027	Barcelona - Spain	Classroom	**€3,080.-**
3 - 7 May 2027	Munich - Germany	Classroom	**€3,400.-**
7 - 11 June 2027	London - U.K	Classroom	**€3,360.-**
5 - 9 July 2027	Munich - Germany	Classroom	**€3,400.-**
2 - 6 August 2027	Madrid - Spain	Classroom	**€3,400.-**
6 - 10 September 2027	Geneva - Switzerland	Classroom	**€4,200.-**
4 - 8 October 2027	Istanbul - Turkey	Classroom	**€2,280.-**
1 - 5 November 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
6 - 10 December 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**

Live online option	Online delivery is available at €1,850.-.