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ADMINISTRATION AND SECRETARIAL | AS-005

The Smart Office: AI-Powered Tools for Office Managers & Secretaries

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 As AI technologies reshape workplace operations, office managers and administrative professionals must learn how to use intelligent tools to increase efficiency while maintaining effective human oversight. This course provides participants with practical approaches for integrating AI into office operations, improving workflow coordination, enhancing communication, and supporting informed decision-making in modern administrative environments.

Course Methodology The course uses an interactive and application-focused methodology including demonstrations of AI tools, case studies, simulations, practical exercises, group discussions, workflow design activities, real-life office scenarios, and hands-on implementation exercises.

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

- Understand AI applications within office and administrative functions
- Identify opportunities for automation and process improvement
- Apply AI tools to improve communication and workflow efficiency
- Develop governance practices for responsible AI usage
- Improve documentation and office knowledge management systems
- Support managerial decisions using AI-driven insights and analytics
- Design integrated smart office processes and operational frameworks

Target Audience

- Office managers
- Administrative managers
- Executive assistants
- Personal assistants
- Secretaries and coordinators
- Administrative professionals responsible for office operations and support functions



Course content

Target Competencies

- AI-enabled office management
- Workflow optimization
- Administrative process improvement
- Digital communication management
- Documentation and knowledge management
- Data interpretation and decision-making
- Planning and organizational effectiveness
- Strategic thinking and problem-solving

Course outline

Day 1: Building the Smart Office Foundation

- Understanding the role of AI in modern administrative environments
- Identifying opportunities where intelligent tools can improve office efficiency
- Mapping office processes from requests to execution and reporting activities
- Establishing practical governance guidelines for responsible AI usage
- Developing structured prompt techniques to support consistency and quality across office functions

Day 2: Intelligent Administrative Operations and Workflow Automation

- Applying AI-enabled solutions to simplify administrative activities and repetitive tasks
- Prioritizing work demands and improving workload distribution methods
- Establishing standardized systems for appointments, reminders, and recurring activities
- Designing office service procedures and response standards
- Evaluating which administrative activities are suitable for immediate or future automation initiatives



Course content

Course outline

Day 3: Smart Communication and Executive Support Systems

- Using AI technologies to strengthen communication and executive support functions
- Transforming communications into actionable summaries and management insights
- Improving coordination through structured request tracking and assignment processes
- Managing meetings effectively from agenda preparation through follow-up activities
- Enhancing collaboration and visibility across stakeholders and teams

Day 4: Document Management and Smart Workflow Design

- Improving document creation and workflow handling processes
- Developing standardized office procedures for repeated activities
- Strengthening documentation practices through version control and review methods
- Managing cross-functional administrative workflows across departments
- Creating efficient knowledge-sharing systems and standard operating procedures

Day 5: AI Analytics and Smart Office Leadership

- Applying AI-supported analytics to improve task prioritization and workload management
- Using dashboards and performance information for better management visibility
- Aligning technology, people, and operational processes into an integrated framework
- Evaluating workplace performance and opportunities for continuous improvement
- Practical simulation exercise integrating smart office tools into day-to-day management activities



Seminar dates

Available seminar dates

Live dates and pricing for The Smart Office: AI-Powered Tools for Office Managers & Secretaries generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Geneva - Switzerland	Classroom	**€4,200.-**
7 - 11 December 2026	Istanbul - Turkey	Classroom	**€2,280.-**
14 - 18 December 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
21 - 25 December 2026	Amsterdam - Netherlands	Classroom	**€3,400.-**
4 - 8 January 2027	London - U.K	Classroom	**€3,360.-**
1 - 5 February 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
1 - 5 March 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
5 - 9 April 2027	London - U.K	Classroom	**€3,360.-**
3 - 7 May 2027	Barcelona - Spain	Classroom	**€3,080.-**
7 - 11 June 2027	Munich - Germany	Classroom	**€3,400.-**
5 - 9 July 2027	London - U.K	Classroom	**€3,360.-**
2 - 6 August 2027	Munich - Germany	Classroom	**€3,400.-**
6 - 10 September 2027	Dubai - UAE	Classroom	**€2,040.-**
4 - 8 October 2027	Geneva - Switzerland	Classroom	**€4,200.-**
1 - 5 November 2027	Istanbul - Turkey	Classroom	**€2,280.-**
6 - 10 December 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**