informatech

ADMINISTRATION AND SECRETARIAL | COURSE

The Efficient and Highly Productive Administrator

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.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

Organizations are experiencing rapid changes, creating several challenges for modern administrators. Most notably is the need for administrators to absorb more workload and improve output quality. This course will equip you with precise strategies which will lift your productivity and efficiency to new levels. It will also develop your behavioral competencies, which will help you gain the needed relations. Finally, this course will provide you with highly required technical competencies skills.

This course uses a combination of interactive activities, group, and individual exercises, role plays, and discussions. It also uses tools to assess personal talents and areas of improvement and will help participants devise improvement plans accordingly. Participants will develop strategies to overcome real-life scenarios and be given a chance to challenge and defend their findings.

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

• List the administrators' challenges in the 21st century and ways for proactively overcoming them

• Combine the efficiency and effectiveness concepts for higher productivity

• Develop technical competencies to enable professional advancement

• Apply the soft skills required to stand out from the crowd

• Use professional business writing techniques in internal and external communication

Administrators, office managers, personal assistants, and any general staff member wishing to improve their skills and challenge themselves to excel in their mission at the office.

• Self-management

• Effective communication

• Time management

• Problem solving

• Teamwork

• Organizing

• Planning

• Information Management

Course content

Course outline

Administrators' Challenges of the 21st century

- Being a talent
- The changes in the psychological contract
- Seeing through obstacles
- Adaptability and change
- Gaining credibility
- Taking the initiative
- Embracing a positive attitude
- Customer relations

The Productivity Equation

- Productivity definition
- Effectiveness versus efficiency
- Signs of inefficiencies at your office
- Simplification of work processes
- Best practices to be more productive

Administrators' Soft Skills

- Self-leadership
- Personal SWOT analysis
- Reactive versus proactive
- Effective communication:
- Types of communication

Course content

Course outline

- Communication barriers
- Listening skills
- Time management:
- Time wasters
- Setting priorities
- Solving office problems (and turning them into opportunities)
- Types of problems
- Problem-solving techniques
- Working as a team

Technical Competencies of the Modern Administrator

- Criteria for an effective administrator
- The meaning of competency
- Core competencies versus technical competencies
- An administrator's technical competencies:
- Task planning
- Organizing work and meetings
- Information management
- Utilization of office technologies

Efficient Business Writing Skills

- Definition of business writing
- Setting emails, letters, and memos in context
- Applying modern writing techniques

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Course outline

- Responding to different email/memo scenarios
- Promoting clarity in writing and avoiding any miscommunication

Seminar dates

Available seminar dates

Live dates and pricing for The Efficient and Highly Productive Administrator generated from the course details page.

Date	Location	Format	Fee
15 - 19 June 2026	Amsterdam - Netherlands	Classroom	**€4,250.-**
20 - 24 July 2026	Istanbul - Turkey	Classroom	**€2,850.-**
3 - 7 August 2026	London - U.K	Classroom	**€4,200.-**
7 - 11 September 2026	Istanbul - Turkey	Classroom	**€2,850.-**
12 - 16 October 2026	Vienna - Austria	Classroom	**€4,250.-**
9 - 13 November 2026	Barcelona - Spain	Classroom	**€3,850.-**
14 - 18 December 2026	Rome - Italy	Classroom	**€4,250.-**

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