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ADMINISTRATION AND SECRETARIAL | AS-005

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

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# 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

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### 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 |
|---|---|---|---|
| 6 - 10 July 2026 | London - U.K | Classroom | **€4,200.-** |
| 20 - 24 July 2026 | Kuala lumpur - Malaysia | Classroom | **€2,250.-** |
| 3 - 7 August 2026 | Amsterdam - Netherlands | Classroom | **€4,250.-** |
| 10 - 14 August 2026 | London - U.K | Classroom | **€4,200.-** |
| 7 - 11 September 2026 | Barcelona - Spain | Classroom | **€3,850.-** |
| 14 - 18 September 2026 | Munich - Germany | Classroom | **€4,250.-** |
| 5 - 9 October 2026 | London - U.K | Classroom | **€4,200.-** |
| 12 - 16 October 2026 | Munich - Germany | Classroom | **€4,250.-** |
| 9 - 13 November 2026 | Madrid - Spain | Classroom | **€4,250.-** |
| 16 - 20 November 2026 | Geneva - Switzerland | Classroom | **€5,250.-** |
| 7 - 11 December 2026 | Istanbul - Turkey | Classroom | **€2,850.-** |
| 14 - 18 December 2026 | Kuala lumpur - Malaysia | Classroom | **€2,250.-** |
| 21 - 25 December 2026 | Amsterdam - Netherlands | Classroom | **€4,250.-** |

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