

# informatech



ADMINISTRATION AND SECRETARIAL | AS-004

## Certified Administration Manager

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# 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
Dates on request	Venue on request	Classroom	<b>Contact us</b>
<b>Live online option</b>		Online delivery is available at €1,850.-.	