PARTNERS IN KNOWLEDGE UK LTD
Suite No. 129
295 Chiswick High Road
LONDON W4 4HH



Essential Skills for Administrative Tasks & Office Management

PIK710-0427 UK-LDN-1

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Place	: London	**Venue**	: Radisson Blu Hotel (19-25 Granville Place, London W1H 6PA) - TBC		
Start Date	: 05-04-2027	**End Date**	: 09-04-2027	**PPP**	: £4950

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If you can't train them, you can't blame them!

Short Description:

COURSE OVERVIEW This training program offers participants a comprehensive foundation in essential skills and knowledge necessary for the effective management of administrative tasks and office operations. By engaging in this program, individuals gain valuable insights into the best practices for maintaining efficient workflows, facilitating communication, and ensuring organisational effectiveness. The curriculum is designed to cover a wide range of topics relevant to administrative functions, allowing participants to develop a well-rounded understanding of the role that administrative professionals play in various workplace environments. Furthermore, the program prepares individuals to excel in a variety of positions, from administrative assistants to office managers, across diverse professional settings. Participants will learn how to adapt their skills to meet the unique demands of different industries, enhancing their employability and career prospects. By the end of the program, individuals will be equipped with not only theoretical knowledge but also practical skills that will empower them to contribute effectively to their organisations and advance in their professional journeys.

Course Overview:

COURSE OBJECTIVES

At the end of this program, participants will be able to:

- **Prioritize daily responsibilities** to maximize productivity while effectively managing multiple tasks and streamlining work practices for an optimized office environment.
- **Communicate effectively and assertively** at all levels to enhance interactions and relationships, fostering stronger connections through self-awareness and understanding of others.
- **Employ techniques for creative thinking, problem-solving, planning, and decision-making**, while thinking strategically like a manager during decision-making processes.
- **Improve communication skills** and demonstrate assertiveness to increase effectiveness in the workplace, contributing to professional growth.
- **Develop both intrapersonal and interpersonal skills** to support overall professional development and enhance workplace relationships.

TARGET AUDIENCE

- Administrative assistants and office managers looking to improve their skill set.
- Office administrators and coordinators tasked with managing workflow.
- Secretaries and clerks providing essential administrative support.
- Administrative support staff aiming to advance their careers.
- Professionals aspiring to pursue opportunities in administration and office management.

Program Outline:

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DAY 1: Taking Control of your Work Life:

1. Understanding and clarifying purpose, vision, and mission.
2. The secret to working smarter rather than harder.
3. Controlling, prioritising, and organising your work.
4. Streamlining your office systems.
5. Getting your paperwork under control.

DAY 2: Essential Administrative Skills:

1. Harnessing the power of the mind – through Mind Mapping Techniques.
2. Managing larger projects to meet deadlines.
3. Planning skills – using a Gannt chart to chart work progress.
4. Problem-solving techniques & Decision-Making tools.
5. Managing meetings effectively.

DAY 3: Vital Communication Skills:

1. Different styles of communication.
2. Learning to be more assertive & understanding the Win-win conflict resolution.
3. Understanding and using body language.
4. Understanding gender differences in communication.
5. Understanding different personality types and how to deal with them.

DAY 4: Developing as a Professional:

1. Listening skills – seeking to understand before being understood.
2. Creating a professional image & Leadership skills.
3. How to make presentations with confidence and power.
4. Learn the essentials of planning a presentation.
5. Best practices for delivering positive feedback.

DAY 5: Self-Empowerment and Self-Management:

1. The signs, symptoms, causes, and triggers to stress.
2. The essential skills of emotional intelligence & how to use it at work?
3. Transforming fear and negativity and reactive-ness.
4. Becoming a more proactive, responsible, and self-aware person.
5. Continuing Professional Development - where to go from here.