

# **ADVANCED SKILLS FOR SENIOR OFFICE MANAGERS**



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TRAINING CENTER



## Introduction

Senior office managers hold the operational centre of an executive floor. They keep information moving, protect leadership time, and hold together the systems that everyone else depends on without noticing. When those systems weaken, decisions slow and friction rises. This Advanced Skills for Senior Office Managers Training Course develops the judgement and technique the role demands at its highest level. Furthermore, it covers office governance, executive support, information and document control, team supervision, budget oversight, and stakeholder management. As a result, participants leave able to run an office function that leadership trusts completely.

## Advanced Skills for Senior Office Managers Course Objectives

- Lead office operations with clear service standards and accountability.
- Manage executive time, information, and priorities with advanced methods.
- Design office governance with roles, decision rights, and RACI.
- Control documents, records, and information across the office.
- Manage office budgets, procurement, and supplier relationships.
- Supervise and develop administrative teams with structured feedback.
- Redesign office processes using Lean thinking and PDCA cycles.
- Coordinate events, protocol, and high-level visitor arrangements.
- Manage risk, confidentiality, and information security in the office.
- Measure office performance with service, accuracy, and efficiency indicators.

## Course Methodology

- Interactive workshops built around real office management challenges.

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- Guided process mapping, governance design, and workload analysis.
- Practice in documentation, correspondence, and meeting coordination.
- Role-play for supervision, protocol, and difficult requests.
- Case studies from corporate, government, and international settings.
- Action planning that links each method to the participant's own office.

## Who Should Take This Course

- Senior office managers and administration heads.
- Executive office managers and chief of staff equivalents.
- Administration supervisors with multi-team responsibility.
- Senior executive assistants handling office leadership duties.
- Facilities and administrative services managers.
- Office managers preparing for senior management appointment.

## Advanced Skills for Senior Office Managers Course Outlines

### Day 1: The Senior Office Management Mandate

- Defining the scope of senior office management.
- Setting service standards and support levels.
- Assessing office maturity and identifying improvement areas.
- Managing professional conduct, discretion, and confidentiality.
- Balancing operational delivery with improvement work.
- Building trust and influence with senior leadership.
- Completing a senior office management self-assessment.





## Day 2: Executive Support and Information Control

- Managing executive diaries, priorities, and commitments.
- Applying the Eisenhower Matrix and delegated scheduling.
- Building briefing notes, summaries, and decision papers.
- Applying document control for versions and approvals.
- Managing information flow between functions.
- Designing confidential registers and records access.
- Building an executive information system.

## Day 3: Process Improvement and Office Governance

- Mapping office processes and removing the eight wastes.
- Applying PDCA cycles to administrative improvement.
- Standardizing routine work with procedures and checklists.
- Designing governance with RACI and decision rights.
- Setting performance indicators for office services.
- Managing risk, safety, and information security in the office.
- Redesigning an office process with governance controls.

## Day 4: Budgets, Procurement, Events, and Protocol

- Managing office budgets and expense tracking.
- Handling petty cash with controls and documentation.
- Applying procurement and supplier coordination basics.
- Managing contracts for office services and suppliers.
- Coordinating events, visits, and protocol arrangements.

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- Planning high-level travel and VIP logistics.
- Preparing a budget and events coordination plan.

## Day 5: Team Supervision and Performance

- Supervising administrative teams with clear roles and accountability.
- Delegating with briefs, authority levels, and follow-up points.
- Coaching team members with the GROW model.
- Giving feedback with the SBI model.
- Handling complaints, pressure, and conflicting requests.
- Measuring office performance with service indicators.
- Preparing a 90-day senior office management action plan.

## Conclusion

By successfully completing Advanced Skills for Senior Office Managers, participants will gain the knowledge to lead office operations, govern information and records, and manage budgets, events, and administrative teams with confidence. They will acquire skills in executive support, office governance, process improvement, and team supervision that raise the standard of administrative delivery across the organization. Gentex Training Center builds this course around real office management challenges, so learners return ready to run an office function at the senior level.

## FAQs





## Q1 What is the "Advanced Skills for Senior Office Managers" course about?

It develops the leadership and technical skills needed at senior office management level. The course covers executive support and information control, office governance and process improvement, budgets and procurement, events and protocol coordination, and administrative team supervision and performance measurement.

## Q2 What are the key benefits of the "Advanced Skills for Senior Office Managers" course?

Participants run office operations with clearer standards and accountability, protect executive time and information more effectively, and control budgets, suppliers, and events with fewer errors. They also supervise teams with stronger feedback and coaching, and measure office performance with indicators leadership can see.

## Q3 What skills will I gain from the "Advanced Skills for Senior Office Managers" course?

You will gain executive support and information control, office governance and process improvement, budget, procurement and event coordination, and administrative team supervision and performance measurement. These four skills work together to make an office function efficient, controlled, and trusted.



## Q4 What tools, methods, or standards are covered in the "Advanced Skills for Senior Office Managers" course?

The course covers service standard frameworks, the Eisenhower Matrix and delegated scheduling, briefing note and decision paper formats, document control and confidential registers, Lean thinking and the eight wastes, process mapping, PDCA improvement cycles, RACI governance matrices, office budget and petty cash controls, procurement and supplier coordination practices, event and protocol checklists, service performance indicators, the GROW coaching model, and the SBI feedback model.

## Q5 How is the "Advanced Skills for Senior Office Managers" course applied in real-world practice?

Participants assess office maturity, redesign a process with governance controls, and build an executive information system for their own office. They also prepare a budget and events coordination plan, practise coaching and supervision conversations through role-play, and complete a 90-day senior office management action plan.