

MASTER OFFICE MANAGEMENT & ADMINISTRATION TECHNIQUES



GENTEX[®]
TRAINING CENTER



Introduction

An office runs well only when its systems, schedules, and people work together without friction. The Master Office Management & Administration Techniques Training Course gives office managers, executives' assistants, and administrative supervisors the advanced techniques that make that possible. Participants learn to organise workflows, manage diaries and meetings, control office records and supplies, and communicate with authority at every level. Furthermore, the course covers time management, prioritisation, and the administrative controls that support governance. In addition, it builds the interpersonal and reporting skills that senior managers expect. As a result, participants return to work with a sharper, faster, and more professional administrative function.

Master Office Management & Administration Techniques Course Objectives

- Design efficient office workflows using process mapping and standard operating procedures.
- Apply time management methods such as the Eisenhower Matrix and time blocking.
- Manage executive diaries, travel arrangements, and meeting logistics.
- Prepare agendas, minutes, and follow-up action trackers.
- Build and maintain a structured filing and document control system.
- Apply business writing standards to emails, memos, and reports.
- Use Microsoft Office and collaboration tools for professional document production.
- Manage office supplies, vendors, and administrative budgets.
- Handle confidential information with proper information security practice.
- Coordinate multiple stakeholders and act as a trusted point of contact.

Course Methodology



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Instructor-led sessions built around everyday office scenarios.
- Guided practical exercises in diary planning, minute-taking, and reporting.
- Case studies of administrative systems in corporate and public offices.
- Role-play exercises on professional communication and stakeholder handling.
- Group workshops to redesign real office workflows and filing structures.
- Continuous knowledge checks and a final applied administrative project.

Who Should Take This Course

- Office managers and administration supervisors.
- Executive assistants and personal assistants.
- Administrative and secretarial staff seeking advanced practice.
- Office coordinators and front-desk supervisors.
- Departmental administrators handling records and correspondence.
- Team assistants supporting senior management.

Master Office Management & Administration Techniques Course Outlines

Day 1: The Modern Office and Administrative Excellence

- Roles and responsibilities of the professional office manager.
- Administrative systems, policies, and standard operating procedures.
- Organisational structure and lines of internal communication.
- Professional image, etiquette, and workplace conduct.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Managing priorities across competing demands.
- Office risk awareness and business continuity basics.
- Workshop: auditing a current office administration system.

Day 2: Time, Diary, and Meeting Management

- The Eisenhower Matrix and urgent-important prioritisation.
- Time blocking, task batching, and managing interruptions.
- Executive diary management and scheduling conflicts.
- Planning travel, itineraries, and expense documentation.
- Meeting preparation: agendas, papers, and logistics.
- Minute-taking techniques and action tracking registers.
- Workshop: planning a full executive week.

Day 3: Records, Documents, and Information Control

- Filing structures, taxonomies, and naming conventions.
- Document control, version management, and approval flows.
- Physical and digital archiving and retention basics.
- Correspondence tracking and correspondence registers.
- Confidentiality, access control, and data protection practice.
- Office supplies, asset registers, and vendor coordination.
- Workshop: building a document control register.

Day 4: Business Writing and Professional Communication

- Email etiquette, tone, and structuring clear messages.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Writing memos, briefs, and executive summaries.
- Report structure, formatting, and visual presentation.
- Using Microsoft Word, Excel, and PowerPoint for professional output.
- Telephone, virtual meeting, and front-desk communication skills.
- Handling complaints, difficult requests, and escalation.
- Workshop: drafting a formal executive briefing note.

Day 5: Coordination, Budgets, and Performance

- Coordinating across departments and external stakeholders.
- Managing administrative budgets and cost tracking.
- Preparing administrative reports and performance updates.
- Using Microsoft Teams and shared calendars for coordination.
- Continuous improvement in office administration.
- Building a personal development plan for administrators.
- Workshop: presenting an office administration improvement plan.

Conclusion

By successfully completing the Master Office Management & Administration Techniques Training Course, participants will have acquired the knowledge to run an organised, efficient office with clear workflows, disciplined time and diary management, controlled records, and confident professional communication. They will also gain the ability to support senior managers with accurate reporting and reliable coordination. Furthermore, the course strengthens governance and confidentiality practice across daily administration. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready administrative technique.





FAQs for the Master Office Management & Administration Techniques course

Q1 What is the "Master Office Management & Administration Techniques" course about?

It is an advanced programme on running an office function professionally. It covers workflow design, time and diary management, meeting and minute-taking practice, filing and document control, business writing, office budgets, and coordination with senior stakeholders and external parties.

Q2 What are the key benefits of the "Master Office Management & Administration Techniques" course?

Participants gain faster, more organised daily operations with fewer missed deadlines and less duplicated effort. The course improves professional communication with executives and clients, strengthens records control and confidentiality, and reduces administrative cost through better supplies and vendor management. It also raises confidence in handling pressure.

Q3 What skills will I gain from the "Master Office Management & Administration Techniques" course?

Office workflow design and systems administration, executive time and diary management, records and document control, and professional business writing and stakeholder communication.



Q4 What tools, methods, or standards are covered in the "Master Office Management & Administration Techniques" course?

The course covers the Eisenhower Matrix for prioritisation, time blocking, standard operating procedures, taxonomies and naming conventions for filing, document version control, minute-taking and action registers, and Microsoft Office tools including Word, Excel, PowerPoint, Teams, and shared calendars.

Q5 How is the "Master Office Management & Administration Techniques" course applied in real-world practice?

Graduates apply it by restructuring their office filing and workflow systems, managing executive diaries and travel end to end, preparing agendas and accurate minutes, and maintaining document control registers. They also draft executive reports, track administrative budgets, and coordinate smoothly between departments and external suppliers.