

OFFICE MANAGEMENT & EFFECTIVE ADMINISTRATION SKILLS



GENTEX[®]
TRAINING CENTER



Introduction

Strong administration holds an office together, and weak administration quietly slows everything down. The Office Management & Effective Administration Skills Training Course develops the practical skills that make an office function smoothly and professionally. Participants learn to organise their working day, manage correspondence and records, plan meetings, and communicate clearly with colleagues and senior managers. Furthermore, the course covers prioritisation, problem solving, and the administrative controls that support governance. In addition, it builds the interpersonal confidence needed to handle pressure, interruptions, and competing requests. As a result, participants return to work with better organised systems, stronger communication, and visible improvement in daily office performance.

Office Management & Effective Administration Skills Course Objectives

- Organise daily work using the Eisenhower Matrix and effective time blocking.
- Plan and prioritise tasks across multiple competing demands.
- Manage correspondence, filing, and document tracking systems.
- Prepare agendas, take accurate minutes, and track follow-up actions.
- Apply professional business writing to emails, memos, and reports.
- Use Microsoft Office tools to produce clear, well-formatted documents.
- Apply structured problem-solving and root cause analysis techniques.
- Communicate assertively with colleagues, managers, and external contacts.
- Handle confidential information with proper security awareness.
- Coordinate multiple stakeholders and support senior management effectively.

Course Methodology



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- Instructor-led sessions built around realistic office situations.
- Practical exercises in planning, filing, minute-taking, and report writing.
- Case studies of administrative functions in corporate and public offices.
- Role-play exercises on communication, assertiveness, and difficult requests.
- Group workshops to redesign real office workflows and filing structures.
- Continuous knowledge checks and a final applied administration project.

Who Should Take This Course

- Administrative assistants and secretaries.
- Office managers and administration supervisors.
- Office coordinators and front-desk staff.
- Departmental administrators handling records and correspondence.
- Executive assistants supporting senior management.
- New employees moving into administrative roles.

Office Management & Effective Administration Skills Course Outlines

Day 1: The Administrative Role and Office Organisation

- Core duties and responsibilities of the administrative professional.
- Office structures, procedures, and standard operating procedures.
- Building an organised workspace and information system.
- Professional conduct, etiquette, and workplace communication norms.
- Understanding organisational structure and reporting lines.
- Office risk awareness and basic business continuity.



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- Workshop: reviewing a current administrative workflow.

Day 2: Time Management and Personal Organisation

- The Eisenhower Matrix and urgent-important prioritisation.
- Time blocking, task batching, and managing interruptions.
- Setting goals and planning a productive working week.
- Managing deadlines, reminders, and delegation limits.
- Handling multiple tasks and staying calm under pressure.
- Reducing wasted time through better routines.
- Workshop: planning a structured administrative week.

Day 3: Correspondence, Filing, and Records

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

Day 4: Meetings, Minutes, and Business Writing

- Meeting preparation: agendas, papers, and logistics.
- Minute-taking techniques and action tracking registers.
- Email etiquette, tone, and structuring clear messages.
- Writing memos, briefs, and executive summaries.



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- Report structure, formatting, and visual presentation.
- Using Microsoft Word, Excel, and PowerPoint professionally.
- Workshop: drafting a formal memo and a set of minutes.

Day 5: Communication, Problem Solving, and Performance

- Assertive communication and active listening skills.
- Handling complaints, difficult requests, and escalation.
- Structured problem solving and root cause analysis.
- Coordinating across departments and external stakeholders.
- Preparing administrative reports and performance updates.
- Building a personal development plan for administrators.
- Workshop: presenting an administration improvement plan.

Conclusion

By successfully completing the Office Management & Effective Administration Skills Training Course, participants will have acquired the knowledge to organise their workload, manage correspondence and records, plan meetings, and communicate professionally at every level. They will also gain structured problem-solving and prioritisation skills that improve daily efficiency. Furthermore, the course strengthens confidentiality practice and administrative governance. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready administration skills.

FAQs





Q1 What is the "Office Management & Effective Administration Skills" course about?

It is a practical programme covering the daily skills that make an office run well. It addresses office organisation, time and priority management, correspondence and filing, meeting preparation and minute-taking, business writing, problem solving, and professional communication with colleagues and managers.

Q2 What are the key benefits of the "Office Management & Effective Administration Skills" course?

Participants gain better organised working days with fewer missed deadlines and less duplicated effort. The course improves the quality and speed of correspondence, meetings, and reports, strengthens accuracy in records handling, and builds confidence when dealing with managers, colleagues, and clients under pressure.

Q3 What skills will I gain from the "Office Management & Effective Administration Skills" course?

Office organisation and workflow management, time and priority management, correspondence, filing and records control, and professional business writing and workplace communication.



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

The course covers the Eisenhower Matrix for prioritisation, time blocking, standard operating procedures, taxonomies and naming conventions for filing, correspondence registers, minute-taking and action trackers, root cause analysis for problem solving, and Microsoft Office tools including Word, Excel, and PowerPoint.

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

Graduates apply it by restructuring their filing and tracking systems, planning their week around priorities rather than interruptions, preparing agendas and accurate minutes, and drafting clear memos and reports. They also handle difficult requests confidently, coordinate between departments, and brief their managers with reliable updates.