informatech

ADMINISTRATION AND SECRETARIAL | AS-007

Achieving Administrative Excellence

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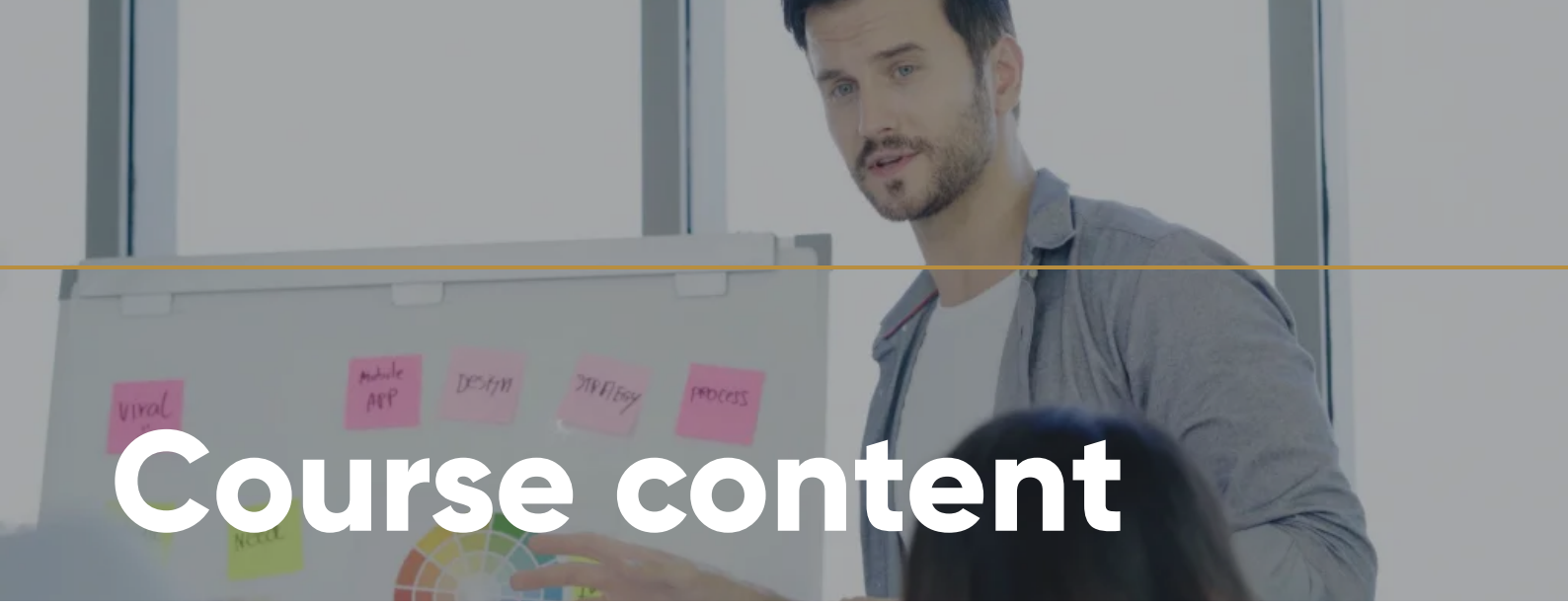


Course content

Why Attend

Why Attend Administrative professionals are essential to organizational effectiveness and operational success. This course enables participants to improve productivity, strengthen communication skills, manage workplace responsibilities efficiently, and develop the personal and professional capabilities needed to achieve administrative excellence in modern work environments.

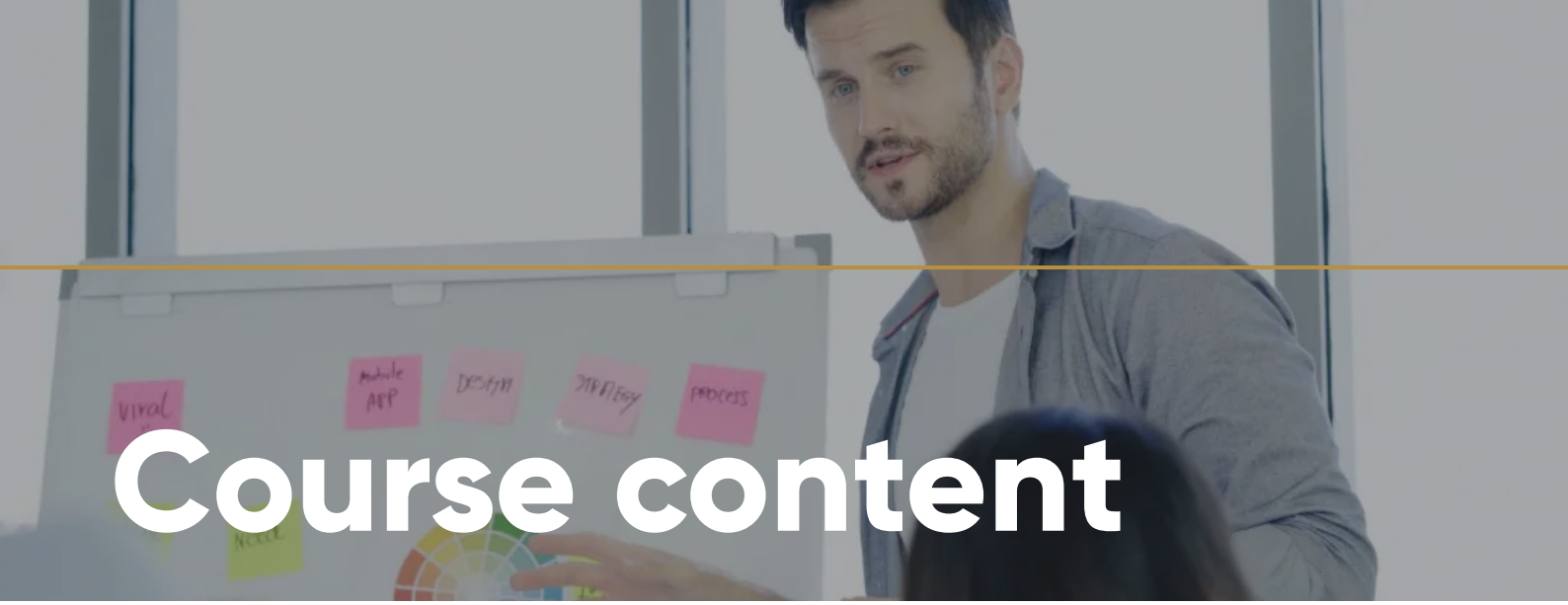
Course Methodology This course uses an interactive methodology combining presentations, practical exercises, role plays, group discussions, workplace scenarios, case studies, self-assessments, and hands-on activities designed to encourage practical application and skill development.

Course Objectives By the end of this course, participants will be able to:

- Improve workload management and organizational effectiveness
- Apply practical time management and prioritization techniques
- Strengthen workplace communication and interpersonal skills
- Build productive working relationships with managers and teams
- Enhance professional behavior and workplace image
- Manage stress and maintain personal effectiveness
- Utilize technology and administrative tools efficiently
- Develop a continuous professional growth strategy

Target Audience

- Administrative professionals
- Executive assistants
- Secretaries and coordinators
- Office managers
- Administrative supervisors
- Personal assistants



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Target Audience

• Employees responsible for administrative support functions

Target Competencies

• Administrative management

• Time and priority management

• Communication skills

• Professional relationship management

• Emotional intelligence

• Planning and organizational skills

• Stress management

• Professional effectiveness

Course outline

Day 1: Managing Priorities and Administrative Effectiveness

• Defining personal and professional goals aligned with workplace responsibilities

• Improving productivity through smarter work practices and efficient methods

• Establishing priorities and scheduling activities effectively

• Creating practical administrative systems and workflow procedures

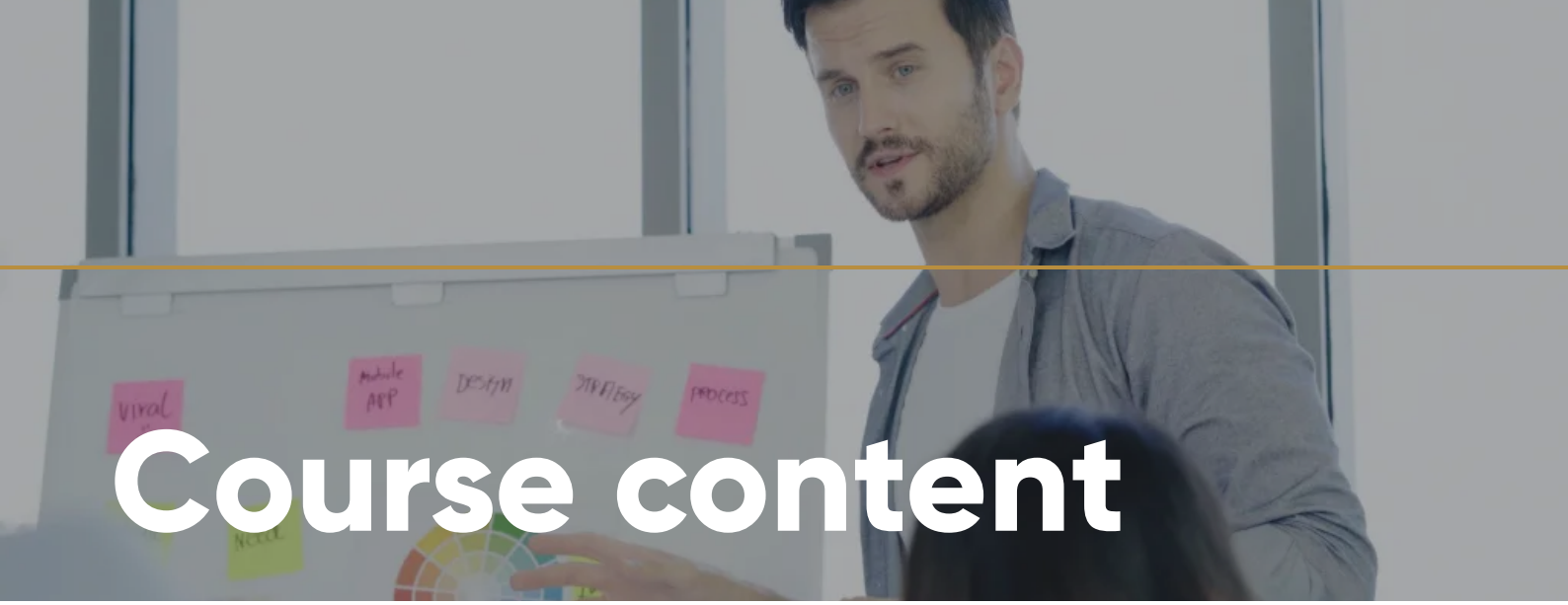
• Recognizing productive habits and reducing time-consuming activities

• Utilizing modern technologies and digital tools to improve administrative performance

Day 2: Building Strong Communication and Interpersonal Skills

• Understanding different communication approaches and styles

• Developing confident and respectful workplace communication techniques



Course content

Course outline

• Establishing professional boundaries while maintaining positive relationships

• Understanding personality differences and behavioral preferences

• Managing challenging situations and workplace interactions effectively

• Strengthening emotional intelligence and reducing unnecessary workplace conflict

Day 3: Enhancing Administrative Coordination and Team Support

• Managing administrative activities in virtual and hybrid work environments

• Building effective professional partnerships with managers and leadership teams

• Improving calendar management and scheduling coordination techniques

• Organizing travel arrangements and logistical activities efficiently

• Planning work continuity and delegation during absences or unexpected situations

• Managing meetings effectively, including preparation, participation, and documentation

Day 4: Professional Skills and Workplace Presence

• Improving telephone communication and customer interaction practices

• Writing professional and effective business correspondence

• Enhancing digital communication and technology usage skills

• Applying visual planning techniques to improve organization and productivity

• Understanding basic event and project planning principles

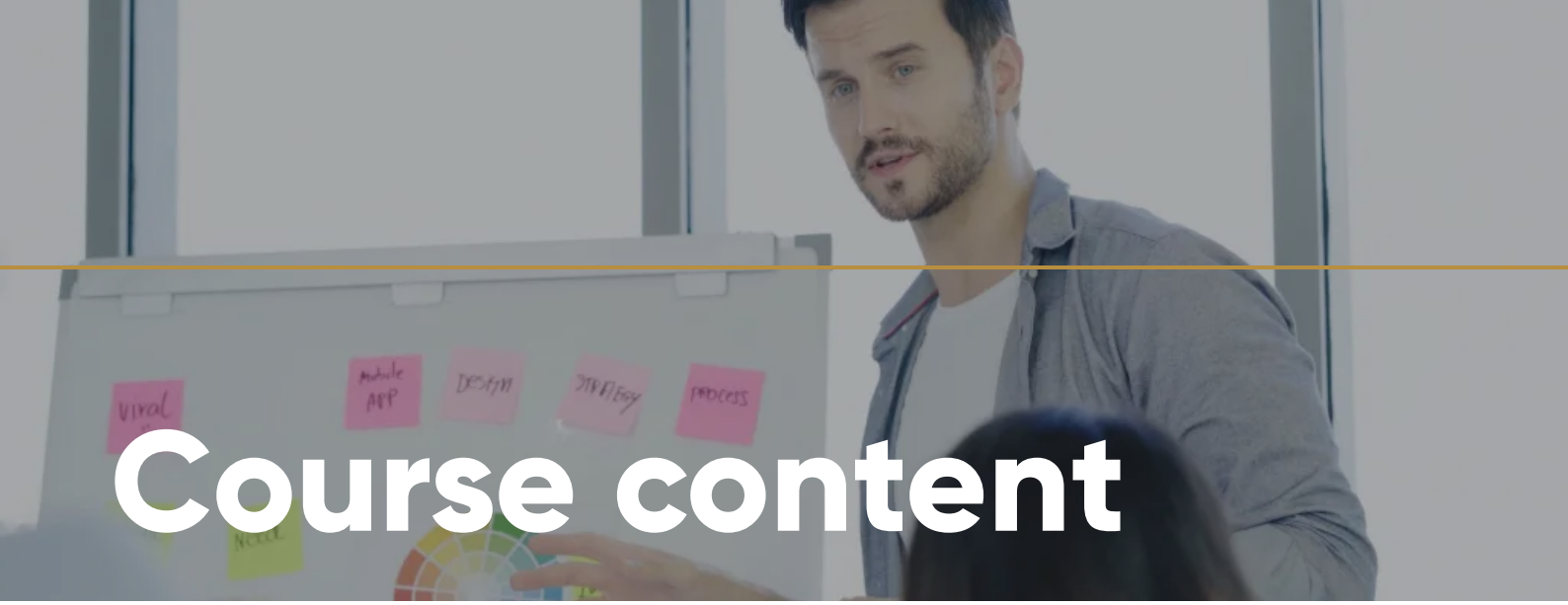
• Delivering confident presentations while maintaining a professional image in both office and remote settings

Day 5: Personal Effectiveness and Stress Management

• Managing responsibilities, relationships, and workplace demands effectively

• Understanding personal motivation and performance drivers

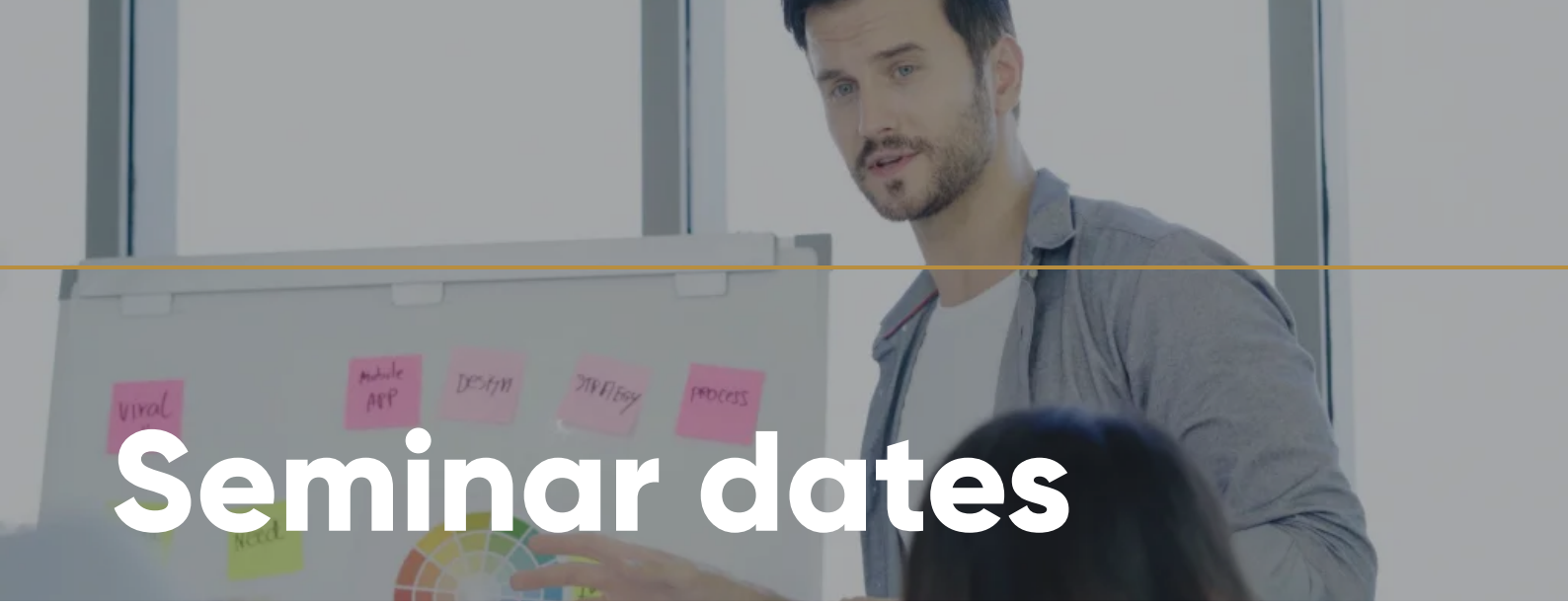
• Maintaining engagement and productivity during periods of uncertainty



Course content

Course outline

- Managing pressure, stress, and emotional challenges at work
- Creating a healthy balance between professional and personal responsibilities
- Developing long-term professional growth and continuous learning plans



Seminar dates

Available seminar dates

Live dates and pricing for Achieving Administrative Excellence generated from the course details page.

Date	Location	Format	Fee
3 - 7 August 2026	London - U.K	Classroom	**€3,360.-**
10 - 14 August 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
7 - 11 September 2026	Amsterdam - Netherlands	Classroom	**€3,400.-**
14 - 18 September 2026	London - U.K	Classroom	**€3,360.-**
5 - 9 October 2026	Barcelona - Spain	Classroom	**€3,080.-**
12 - 16 October 2026	Munich - Germany	Classroom	**€3,400.-**
9 - 13 November 2026	London - U.K	Classroom	**€3,360.-**
16 - 20 November 2026	Munich - Germany	Classroom	**€3,400.-**
7 - 11 December 2026	Madrid - Spain	Classroom	**€3,400.-**
14 - 18 December 2026	Geneva - Switzerland	Classroom	**€4,200.-**
21 - 25 December 2026	Istanbul - Turkey	Classroom	**€2,280.-**

Live online option	Online delivery is available at €1,850.-.