informatech

ADMINISTRATION AND SECRETARIAL | COURSE

CMI Recognized Certified Administration and Office Management Professional

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Course content

Why Attend

What differentiates exceptional administrators from the rest of the crowd? What does it take to be a star administrator? This course gives essential and in-depth practical techniques that will enable you to excel at your workplace. In this course, you will learn multi-disciplinary best practices such as how to be a better business writer and a master communicator. This course also focuses on the importance of providing exceptional internal and external customer service and the impact of doing this. Moreover, you will thoroughly have the chance to discuss the effects of stress at the workplace and ways to turn stress to an advantage. You will also learn how mastering your effective usage of time will inevitably enhance your productivity and lower your stress level. Another topic you will delve into is organizing and running an effective and professional meeting.

This course uses interactive group and individual exercises, role plays and discussions. Inter-group discussions to share working experiences are also an important ingredient in the process. Skills are introduced and revisited at regular intervals throughout the course to facilitate reinforcement and to help participants remember them. The course also uses several self assessment exercises to pin point areas of strengths and improvements as well as action planning to ensure practical implementation of the learning objectives.

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

• Define and understand the role of the office manager and administrator

• Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner

• Develop a service attitude and mindset aimed at the internal and external customer

• List the main causes of stress and apply the techniques needed to control them

• Apply time management techniques required for better office productivity

• Organize meetings effectively

• Using AI tools properly and professionally

Administrators, assistants, executive secretaries, existing or prospective office managers, senior administrators and supervisors of junior level employees.

• Self development

Course content

Why Attend

- Interpersonal communication
- Business writing
- Customer focus
- Self management
- Time management
- Meeting management
- Communication and AI tools

Course outline

The role of the office manager and administrator

- Perception versus reality
- The 3Ds of successful administrators: dramatically and demonstrably different
- Competencies required for success
- What it takes to be a 'star' at work
- Identifying your role

Effective verbal and written communication skills

- Improving credibility and gaining recognition
- Importance of having positive attitude
- Being assertive
- Selling your ideas to the boss, colleagues, subordinates and clients
- Preparing a professional presentation
- What constitutes professional business writing

Course content

Course outline

- Style and layout
- Obtaining your objective with the reader
- Expectations of readers

Serving the internal and external customer

- Understanding the needs of internal and external customers
- Removing services barriers
- Providing excellent service
- Breaking down the silo mentality
- Handling complaints

Stress management techniques

- Causes and symptoms
- Identifying your stressors
- How stress affects performance
- Formulating a comprehensive stress management plan

Managing time

- Identifying and eliminating time wasters
- Setting goals and priorities
- Using measures to control and improve your effectiveness
- Planning and managing time for self and others
- Preparing time logs and learning from them

Organizing meetings

Course content

Course outline

- Elements of an effective meeting
- Preparing the agenda
- Meeting common time wasters
- Taking minutes of meetings
- Responsibilities of meeting leaders and participants

Using Communication and AI Tools Effectively

- Overview of major communication platforms
- MS Teams and Zoom for effective meeting management
- Calendars to make better use of time
- Business etiquette for online meetings

Seminar dates

Available seminar dates

Live dates and pricing for CMI Recognized Certified Administration and Office Management Professional generated from the course details page.

Date	Location	Format	Fee
20 - 24 July 2026	Barcelona - Spain	Classroom	**€3,850.-**
3 - 7 August 2026	Frankfurt - Germany	Classroom	**€3,250.-**
7 - 11 September 2026	Rome - Italy	Classroom	**€4,250.-**
12 - 16 October 2026	Kuala lumpur - Malaysia	Classroom	**€2,250.-**
9 - 13 November 2026	Barcelona - Spain	Classroom	**€3,850.-**
14 - 18 December 2026	London - U.K	Classroom	**€4,200.-**

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