

OFFICE MANAGEMENT & ADMINISTRATION

PROFESSIONAL TRAINING PROGRAM



RUN THE OFFICE WITH CONFIDENCE

A practical program designed to strengthen the organisational, communication and coordination skills required for efficient office administration and smooth daily operations.

KEY AREAS

OFFICE OPERATIONS

Understand daily administration, coordination and workflow management.

ORGANISATION & PRODUCTIVITY

Strengthen planning, prioritisation, time and task management.

COMMUNICATION & ETIQUETTE

Develop professional communication, correspondence and workplace etiquette.

DIGITAL ADMINISTRATION

Use modern digital tools to manage schedules, documents, meetings and administrative workflows.

PROGRAM SUMMARY



WHO SHOULD ATTEND THE PROGRAM ?

DESIGNED FOR ADMINISTRATIVE & OFFICE PROFESSIONALS

Office Administrators

Administrative Assistants

Executive Assistants

Office Coordinators

Reception & Front-Office Staff

Secretaries

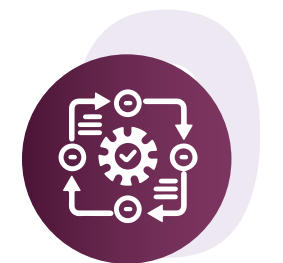
Personal Assistants

Operations Support Professionals

Professionals Entering Administrative Roles



WHAT YOU WILL BE ABLE TO ACHIEVE



01

Manage Office Operations

Organise daily administrative activities and workplace operations.



02

Improve Time Management

Plan, prioritise and manage tasks effectively.



03

Communicate Professionally

Strengthen business communication, correspondence and workplace etiquette.



04

Organise Documents & Records

Develop effective filing, records and document management practices.



05

Coordinate Meetings & Schedules

Manage calendars, appointments, meetings and schedules efficiently.



06

Improve Workflow & Coordination

Coordinate office activities, follow-ups and administrative workflows.



07

Handle Front-Office Responsibilities

Manage visitors, calls and day-to-day front-office interactions professionally.



08

Solve Workplace Challenges

Develop practical problem-solving and workplace coordination skills



OFFICE OPERATIONS & PROFESSIONAL ADMINISTRATION

01 OFFICE ADMINISTRATION

Office Administration · Daily Operations

02 PLANNING & TIME MANAGEMENT

Planning & Prioritisation · Time Management

03 PROFESSIONAL COMMUNICATION

Business Communication · Workplace Etiquette

04 RECORDS & DOCUMENT MANAGEMENT

Records & Filing · Document Management

05 EMAIL & MEETING MANAGEMENT

Email & Correspondence · Meeting Management

06 CALENDAR & SCHEDULE COORDINATION

Calendar Management · Appointment & Schedule Coordination



WORKFLOW, COORDINATION & MODERN ADMINISTRATION

07 OFFICE COORDINATION

Office Coordination · Workflow Management

08 TASK & ACCOUNTABILITY MANAGEMENT

Task Delegation · Follow-Up & Accountability

09 FRONT-OFFICE RESPONSIBILITIES

Visitor Management · Calls & Front-Office Support

10 PROBLEM-SOLVING

Problem-Solving · Workplace Challenges

11 PROFESSIONALISM & CONFIDENTIALITY

Confidentiality · Workplace Protocol

12 DIGITAL ADMINISTRATION

Digital Tools · Modern Administrative Practices



LEARN THROUGH REAL OFFICE SCENARIOS



PRACTICAL ACTIVITIES

Apply administrative concepts to realistic office situations.



WORKPLACE SCENARIOS

Practice handling visitors, calls, meetings and workplace challenges.



TIME & TASK MANAGEMENT

Develop practical approaches to prioritisation, scheduling and followup.



COMMUNICATION PRACTICE

Strengthen email, correspondence and professional workplace communication.



DIGITAL ADMINISTRATION

Explore modern tools and workflows for efficient office management.

FUTURE INNOVATOR
TRAINING INSTITUTE



READY TO MANAGE THE OFFICE WITH CONFIDENCE?

ENROL NOW

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