MERCURY

Advanced Office Management & Effective Administration Skills (Certified)

11 – 15 January 2027
Kigali (Rwanda)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15136_1061883 **Date:** 11 – 15 January 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction:

Managing an office has become increasingly sophisticated and requires advanced management professionalism. The increased demand for speed and accuracy, knowledge of new technology, and an increasingly diverse workforce bring challenges and growth opportunities. This dynamic and in-depth course explores more advanced skills that can help an office manager work more confidently, creatively, and effectively.

This comprehensive, advanced office management and administration skills training program is designed for individuals seeking to develop their advanced office management and effective administration skills. Experienced professionals and those aspiring to elevate their capabilities will benefit from a certification that integrates office management solutions and administration skills.

Advanced Office Management and Effective Administration Skills Training:

We delve into office management and stretch beyond the basics to include advanced techniques and solutions suitable for the fast-paced and ever-changing corporate environment. The advanced office management and administration skills course provides office management training and hands-on practices for applying advanced office management skills.

Participants will engage in administration skills training to sharpen their advanced administrative skills. From decision-making frameworks to streamlined communication channels, every aspect of the day-to-day operations will be covered, ensuring participants emerge certified in advanced office management and administration skills.

Targeted Groups:

- Office Managers.
- Team Leaders.
- Administrators.
- Supervisors.
- Secretaries.
- Support Staff.

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Course Objectives:

At the end of this advanced office management and administration skills course, the participants will be able to:

- Manage time and prioritize their daily responsibilities to achieve maximum output.
- Streamline their work practices and office environment.
- Communicate effectively and assertively at all levels.
- Manage business meetings efficiently.
- Manage electronic records reports effectively.
- Use project management skills to execute office tasks.
- Manage filing and indexing with the most modern styles.
- Use techniques to help them think creatively, solve problems, plan, and make decisions.

Targeted Competencies:

Upon the end of this advanced office management and administration skills training, the target competencies will be able to:

- Organizing, planning, decision-making, and problem-solving skills.
- Time Management, prioritizing, and productivity.
- Task management.
- Meeting management.
- Information management.
- Electronic records management.
- Communication skills.

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Course Content:

Unit 1: Office Planning and Organizing:

- Welcome, Introduce, and introduce session aims and objectives.
- Define an office and state the specific functions of an office
- Office planning and layout.
- The organizing: accessibilities, responsibilities, qualifications.
- Attributes and Responsibilities of the office manager and his team.
- Discussion Q&A.
- Homework.

Unit 2: Filing and Indexing:

- A quick review of the last session.
- Homework solution.
- Introducing session objectives.
- Information resources and tools.
- Filing and indexing.
- Filing equipment.
- Discussion Q&A.
- Homework.

Unit 3: Electronic Records Management ERM:

- A quick review of the last session.
- Homework solution.
- Introducing session objectives.
- ERM Business Drivers.
- Capture, Metadata, and Classification.
- Information Governance.
- ERM Technology Solutions.
- ERM Standards.
- Discussion Q&A.
- Homework.

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Unit 4: Effective Communication and Time Management:

- A quick review of the last session.
- Homework solution.
- Introducing session objectives.
- Communication and its components.
- Communication barriers.
- 7 C's of effective communication.
- Nonverbal communication and body language.
- Time management.
- Discussion Q&A.
- Homework.

Unit 5: Effective Administration Skills:

- A quick review of the last session.
- Homework solution.
- Introduce session objectives.
- Office management planning.
- Office task management using mind mapping and Gantt chart.
- Problem-solving techniques.
- Effective Meeting Management.
- Working with more than one manager.
- Discussion Q&A.
- General review.
- Close the session and thank the participants.
- Grant certificates and Congratulate them.