MERCURY

Office Management & Effective Administration Skills Course

28 February – 4 March 2027
Doha (Qatar)



Dubai - UAE: +971 4 450 5697
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Ref: 1091_1080426 **Date:** 28 February – 4 March 2027 **Location:** Doha (Qatar) **Fees:** 5500 Euro

Introduction:

Managing an office has become an increasingly sophisticated and complex job. The increased demand for speed and accuracy, knowledge of new technology, and an increasingly diverse workforce bring challenges and opportunities for growth.

This dynamic and in-depth office management skills course explores more advanced skills to help an office manager work more confidently, creatively, and effectively.

By incorporating office management workshop methods and office skills training courses, office management and administration skills course participants will be equipped with the necessary tools to enhance productivity and improve administration in an office.

Targeted Groups:

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- PA's

Course Objectives:

At the end of this administrative management training, participants will be able to:

- Prioritize their daily responsibilities to achieve maximum output.
- Streamline their work practices and office environment.
- Communicate effectively and assertively at all levels.
- Understand their selves and others, thereby improving interactions and relationships.
- Use techniques to help them think creatively, solve problems, plan, and make decisions.
- Improve their communication skills to enhance their relationships.
- Develop their interpersonal skills.
- Manage their thoughts and feelings and improve self-confidence.
- Learn how to be assertive and, therefore, more effective in the workplace.

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Targeted Competencies:

- Time Management - prioritizing and productivity.
- Setting up paperwork systems that work.
- Planning, decision-making, and problem-solving skills.
- Communication skills.
- Self Management - including stress management and emotional intelligence.

Course Content:

Unit 1: Taking Control of Your Work Life

- Understanding and clarifying purpose, vision, and mission.
- The secret to working smarter rather than harder.
- Controlling, prioritizing, and organizing your work.
- Streamlining your office systems.
- Getting your paperwork under control.
- Making your office user-friendly and efficient.

Unit 2: Essential Administrative Skills:

This unit encompasses essential administration skills courses and admin skills training tailored to improve workplace efficiency and managerial capabilities. Participants will learn:

- Harnessing the power of the mind - through Mind Mapping Techniques.
- Managing larger projects to meet deadlines.
- Planning skills - using a Gannt chart to chart work progress.
- Problem-solving techniques.
- Decision-Making tools.
- Managing meetings effectively.

Unit 3: Vital Communication Skills:

Communication is vital in office management training. This unit of the admin skills course focuses on:

- Different styles of communication.
- Learning to be more assertive.
- Win-win conflict resolution.
- Understanding and using body language.
- Understanding gender differences in communication.
- Understanding different personality types and how to deal with them.

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Unit 4: Developing as a Professional:

Training for office managers also means developing personal skills that reflect professionalism:

- Listening skills - seeking to understand before being understood.
- Creating a professional image.
- Leadership skills.
- How do you make presentations with confidence and power?
- Learn the essentials of planning a presentation.
- Best practices for delivering positive feedback.

Unit 5: Self-Empowerment and Self-Management:

This section of the office management courses focuses on enhancing the objective of office management:

- Understanding the leading causes of stress.
- The signs, symptoms, causes, and triggers of stress.
- The essential skills of emotional intelligence.
- Using emotional intelligence at work.
- Transforming fear and negativity and reactive-ness.
- Becoming a more proactive, responsible, and self-aware person.
- Continuing Professional Development - where to go from here?