MERCURY

# Effective Office Management Training Course

6 – 10 December 2026
Istanbul (Turkey)



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Amman - Jordan: +962 79 712 3347

# Effective Office Management Training Course

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## Introduction

Whether you are a new or an experienced office manager, it is easy to get overwhelmed by the multiple roles and responsibilities expected of you in the modern workplace. You probably got your job because you're already smart, responsible, and know how to get along with others. But now you are ready for a whole new level of excellence.

Becoming an office management star requires a large dose of confidence, plus simple and effective strategies for getting things done on time, building synergistic relationships, and easily reaching your professional development goals.

This dynamic and essential training course will help you see yourself and your office management role from a fresh perspective. Starting with the foundation of self-knowledge, we will explore what makes you thrive and what holds you back.

In this effective office management course, You will learn to work with anyone on any level with credibility, confidence, and clear communication. You will discover how to stop chasing your tail and manage your time and tasks to achieve daily tasks and reach long-term goals with minimum stress and maximum job satisfaction.

## Earn Your Office Management Certificate and Become an Effective Office Manager

The office manager's role is critical for ensuring the smooth functioning of any organization. In this segment, participants will delve into the skills necessary for being an effective office manager. From secretarial and office management tactics to office manager training, this course offers the foundation to not only manage but excel in the dynamic environment of office administration.

Participants aiming for formal recognition of their skills can benefit from learning about office management certification pathways. These include the office management certificate and office manager certification, which endorse individuals for their competence in administrative roles.

By integrating the office manager course, secretary and office management training, and certificate course in office management, individuals will have access to a comprehensive set of competencies that highlight their readiness for leading in the office setting.

For those who seek flexibility, the office management online course allows for acquiring these sought-after skills from virtually anywhere. Graduates can emerge as proficient leaders equipped with effective office management and administrative skills that contribute to the overall success of the organizations they serve.

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## Targeted Groups

- Administration Assistants
- Personal Assistants.
- Secretaries.
- Supervisors/Team Leaders.
- Office Managers.
- Any individual is working in the office support field.

## Course Objectives

By the end of this effective office management course, the participants will be able to:

- Prioritize and cope with multiple tasks without missing deadlines.
- Think like a Manager - planning, making decisions, and solving problems.
- Manage their thoughts and feelings to improve self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations.
- Manage paperwork, diaries, meetings, presentations, and phones more effectively.

## Targeted Competencies

At the end of this effective office management course, the target competencies will:

- Know practical strategies for managing time and tasks to minimize stress and maximize success.
- Learn best practices for organizing the workspace and using technology effectively.
- Understand techniques for communicating calmly, clearly, and confidently with anyone.
- Leading-edge strategies for releasing limiting beliefs and patterns and becoming the most creative, confident, and capable office manager you can be.
- A toolbox of methods can be used to make better decisions, think creatively, and solve problems.

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# Course Content

## Unit 1: Time and Task Management

- Excellent office management - what does it look, sound and feel like?
- The Reality Model - how to get the results you want.
- Learn about 10 timeless principles of successful time and life management.
- Working smarter, not harder, with high-leverage activities.
- Use technology to manage your time and tasks effectively.

## Unit 2: Self-Management

- Overcoming internal blocks, habits, and the beliefs that hold you back.
- Quantum Theory: How we create our reality with consciousness.
- How do you stop reacting to emotion and start responding with emotional intelligence?
- Overcome ego and develop real self-confidence and self-esteem.
- Stay calm and clear during the chaos, conflict, and change.

## Unit 3: Communication Skills

- Identify different styles of communication in yourself and others.
- Overcome fear and become a clear and direct communicator.
- Manage conflicts through a win-win approach.
- Listening skills - seeking to understand before being understood.
- Understand different personality types and how to deal with them.

## Unit 4: Brain Skills

- Mind Mapping techniques for every occasion.
- Planning skills - using a Gantt chart to manage small projects.
- Creativity and Problem-Solving Techniques.
- Rational and Intuitive Decision-Making Tools.
- Whole Brain development.

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## Unit 5: Career Management

- Develop your brand as a professional.
- Use phone, email, and social media effectively.
- Body Language - understanding others and projecting a positive self-image.
- Plan and present your ideas confidently in front of an audience.
- Create excellent PowerPoint presentations that people remember.