

# **Certified Professional in Administration & Office Management**

Secretary & Admin  
Madrid (Spain)  
18 - 22 Aug 2025

UK Traininig

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## **Certified Professional in Administration & Office Management**

**Ref:** 32097\_127146 **Date:** 18 - 22 Aug 2025 **Location:** Madrid (Spain) **Fees:** 4400 **Euro**

### **Course Description**

This comprehensive 5-day course equips participants with the essential skills and knowledge required to excel as certified professionals in administration and office management. Covering topics from effective communication and time management to leadership and technology utilization, this program prepares attendees to efficiently manage modern office environments and drive organizational success.

### **Learning Objectives**

- Develop advanced communication and interpersonal skills for effective office management
- Master time management and organizational techniques to boost productivity
- Enhance leadership abilities to motivate and manage office teams
- Gain proficiency in utilizing modern office technologies and software
- Learn strategies for problem-solving and decision-making in office settings

### **Course Modules**

#### **Day 1: Foundations of Office Management**

- Role and responsibilities of an office manager
- Organizational structures and office dynamics
- Effective communication in the workplace
- Professional etiquette and image management

#### **Day 2: Time and Task Management**

- Prioritization techniques and goal setting
- Productivity tools and strategies
- Managing multiple projects and deadlines
- Delegation skills and team coordination

#### **Day 3: Leadership and Team Management**

- Leadership styles and their application
- Motivating and engaging office staff
- Conflict resolution and negotiation skills
- Building and maintaining high-performing teams

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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## Day 4: Technology and Information Management

- Essential office software and tools
- Document management and filing systems
- Data security and confidentiality
- Leveraging technology for improved efficiency

## Day 5: Strategic Office Management

- Problem-solving and decision-making techniques
- Budget management and financial awareness
- Office space planning and facilities management
- Continuous improvement and change management

## Practical Wins for Participants

- Implement a personalized time management system to increase productivity by 30%
- Develop a comprehensive communication strategy to improve team collaboration
- Create an efficient document management system using the latest technology
- Design and execute a strategic office improvement plan to enhance overall efficiency

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