

Office Management & Effective Administration Skills

Secretary & Admin
Berlin (Germany)
04 - 08 Aug 2025

UK Traininig

PARTNER

A large, stylized image of chess pieces on a checkered board. In the foreground, a large gold king piece stands prominently. To its left are two silver pawn pieces. The background features concentric circles and a checkered pattern, suggesting a strategic or competitive theme.

Office Management & Effective Administration Skills

Ref: 321464_128286 **Date:** 04 - 08 Aug 2025 **Location:** Berlin (Germany) **Fees:** 4200 **Euro**

Course Description

This comprehensive 5-day course is designed to equip office managers and administrative professionals with the essential skills needed to excel in today's dynamic workplace. Participants will learn advanced techniques in office management, effective communication, time management, and leadership. The course combines theoretical knowledge with practical applications to ensure immediate implementation of learned skills.

Learning Objectives

- Develop advanced office management and administrative skills
- Enhance communication and interpersonal abilities
- Master time management and organizational techniques
- Improve problem-solving and decision-making capabilities
- Learn effective leadership and team management strategies

Course Modules

Day 1: Foundations of Effective Office Management

- Understanding the role of an office manager
- Developing a strategic mindset
- Organizational structures and workflows
- Creating and maintaining office policies and procedures

Day 2: Advanced Administrative Skills

- Time management and prioritization techniques
- Project management for administrative professionals
- Document management and filing systems
- Leveraging technology for increased productivity

Day 3: Effective Communication and Interpersonal Skills

- Verbal and non-verbal communication techniques
- Active listening and empathy in the workplace
- Conflict resolution and negotiation skills
- Managing difficult conversations and personalities

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

UK Training
PARTNER

Day 4: Leadership and Team Management

- Developing leadership qualities for office managers
- Motivating and inspiring team members
- Delegation and empowerment strategies
- Performance management and feedback techniques

Day 5: Problem-Solving and Decision-Making

- Analytical thinking and problem-solving methodologies
- Decision-making models and techniques
- Risk assessment and management
- Continuous improvement and innovation in office management

Practical Wins for Participants

- Implement a personalized time management system to boost productivity
- Develop a comprehensive office procedures manual
- Create an action plan for improving team communication and collaboration
- Design a strategy for streamlining office processes and workflows

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335