

Essential Management Skills for Administrative Officers

Secretary & Admin
Vienna (Austria)
02 - 06 Feb 2026

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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 pieces: a pawn and a knight. The background features concentric circles and a checkered pattern, suggesting a strategic or competitive theme.

Essential Management Skills for Administrative Officers

Ref: 32099_129754 **Date:** 02 - 06 Feb 2026 **Location:** Vienna (Austria) **Fees:** 4400 **Euro**

Course Description

This comprehensive 5-day course is designed to equip administrative officers with essential management skills. Participants will learn key leadership principles, effective communication strategies, team management techniques, and performance optimization methods. The course combines theoretical knowledge with practical applications to enhance administrative professionals' managerial capabilities.

Learning Objectives

- Develop leadership skills and understand different management styles
- Enhance communication and interpersonal skills for effective team management
- Learn strategies for managing performance and handling conflicts
- Acquire skills in time management, delegation, and decision-making
- Understand change management principles and how to implement them

Course Modules

Day 1: Foundations of Management

- Transitioning from administrative to managerial roles
- Understanding management styles and their applications
- Developing personal leadership skills
- Setting goals and creating action plans

Day 2: Effective Communication and Interpersonal Skills

- Enhancing verbal and non-verbal communication
- Active listening and providing constructive feedback
- Conflict resolution and negotiation techniques
- Building and maintaining professional relationships

Day 3: Team Management and Motivation

- Understanding team dynamics and stages of team development
- Techniques for building high-performing teams
- Motivating and engaging team members
- Managing diverse and remote teams

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from the king piece.

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Day 4: Performance Management and Problem-Solving

- Setting performance standards and expectations
- Conducting effective performance reviews
- Addressing underperformance and providing coaching
- Problem-solving and decision-making strategies

Day 5: Time Management and Organizational Skills

- Prioritization and time management techniques
- Effective delegation and task allocation
- Managing projects and deadlines
- Adapting to change and leading organizational transitions

Practical Wins for Participants

- Improved ability to lead and motivate administrative teams
- Enhanced communication skills for managing stakeholders at all levels
- Practical tools for effective time management and delegation
- Strategies to handle workplace conflicts and improve team performance

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www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335