

# Essential Management Skills for Administrative Officers

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

UK Training

# PARTNER

A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features concentric circles, creating a sense of depth and focus on the pieces.

## 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 gold pawn behind it. The board has a checkered pattern, and there are concentric circles in the background.

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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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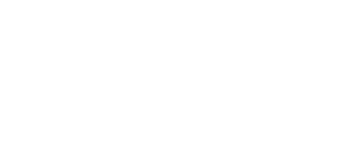
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