Certified Professional in Administration & Office Management

14 – 18 February 2027
Tunis (Tunisia)



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Why This Course

Modern office environments are dynamic, fast-paced, and increasingly technology-driven. Professionals working in administration and office management must combine strong communication skills, effective organizational strategies, and leadership capability to keep operations running smoothly. The role is no longer limited to administrative tasks—today's office managers are strategic partners who support productivity, efficiency, and workplace culture.

The Certified Administration & Office Management Program is an intensive 1-week course designed to equip participants with essential competencies for managing the modern office. Through practical tools, interactive exercises, and real-world insights, attendees will develop the confidence and skills needed to support organizational success and lead high-performing administrative teams.

What You'll Learn and Practice

By completing this program, participants will be able to:

- Demonstrate advanced communication and interpersonal skills for effective office management
- Apply time management and organizational techniques to significantly boost productivity
- Strengthen leadership and team management capabilities to motivate and guide staff
- Utilize modern office technologies and digital tools to streamline operations
- Apply structured problem-solving and decision-making methods in daily office scenarios

The Program Flow

Day 1 - Foundations of Office Management

- Understanding the evolving role and responsibilities of today's office manager
- Organizational structures, internal workflows, and workplace dynamics
- Professional communication techniques for office environments
- Business etiquette, professional image, and workplace protocols

Day 2 - Time & Task Management

- Prioritization frameworks and effective goal-setting
- Productivity tools, systems, and best practices
- Managing multiple tasks, deadlines, and competing priorities
- Effective delegation skills and cross-team coordination



Day 3 - Leadership & Team Management

- Leadership styles and when to apply them
- Strategies for motivating and engaging administrative and office staff
- Conflict resolution, negotiation, and interpersonal problem-solving
- Building, developing, and sustaining high-performing teams

Day 4 - Technology & Information Management

- Essential office software, applications, and productivity platforms
- Designing efficient document management and filing systems
- Data confidentiality, cybersecurity basics, and information security
- Using technology to streamline operations and reduce manual workload

Day 5 - Strategic Office Management

- Structured problem-solving and decision-making tools
- Fundamentals of budget awareness and office cost management
- Office layout, space planning, and facilities coordination
- Change management, continuous improvement, and future-ready office practices

Practical Wins for Participants

Participants will leave the program able to:

- Implement a personalized time management system that increases productivity by up to 30%
- Develop a comprehensive communication strategy that enhances team collaboration
- Create an efficient document management system using modern digital tools
- Design and execute a strategic office improvement plan that elevates operational efficiency

Organizational Impact

Organizations benefit through:

- More efficient, organized, and proactive administrative operations
- Stronger leadership within office and support teams
- Better use of technology to reduce operational friction
- Improved communication, coordination, and workplace culture

Training Methodology

This program incorporates:



- Real-world office scenarios and case studies
- Hands-on exercises using productivity and communication tools
- Group discussions, role-play, and team-based problem-solving
- Expert guidance and practical templates for immediate implementation

Beyond the Course

Participants return ready to:

- Lead administrative operations with confidence and professionalism
- Enhance productivity and workflow efficiency across the organization
- Adopt modern office technologies to support a digital-first workplace
- Contribute to a more collaborative, organized, and future-focused work environment

