Administration and Office Management Best Practices Course

29 March – 2 April 2027
Lisbon (Portugal)



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Ref: 322281_194001 **Date:** 29 March – 2 April 2027 **Location:** Lisbon (Portugal) **Fees:** 5200 GBP

Why This Course

In today's fast-moving workplace, office managers and administrators are expected to do much more than handle routine coordination. They play a critical role in improving efficiency, supporting communication, managing resources, and helping the organization adapt to changing operational demands. To succeed in this environment, they need modern tools, stronger leadership capability, and practical strategies that improve performance across the office.

This intensive 1-week course equips office managers and administrators with cutting-edge skills and best practices for modern office management. Participants will learn to optimize workflows, leverage technology, enhance communication, and implement effective administrative strategies to boost productivity and efficiency in today's dynamic workplace.

What You'll Learn and Practice

By joining this program, you will:

- Master essential office management principles and best practices.
- Develop strategies for efficient workflow optimization and time management.
- Learn to leverage modern technologies for enhanced office productivity.
- Improve communication and leadership skills for effective team management.
- Implement strategies for document management and data security.

The Program Flow

Day 1: Foundations of Modern Office Management

- Evolution of office management and current trends.
- Role and responsibilities of an office manager.
- Organizational structures and office layouts.
- Developing office policies and procedures.

Day 2: Workflow Optimization and Time Management

- Analyzing and improving office workflows.
- Effective time management techniques.
- Project management fundamentals for office managers.
- Prioritization and delegation strategies.



Day 3: Technology and Tools for Office Efficiency

- Essential software for modern office management.
- Cloud-based collaboration and productivity tools.
- Document management systems and digital filing.
- Cybersecurity and data protection best practices.

Day 4: Communication and Leadership in Office Management

- Effective internal and external communication strategies.
- Conflict resolution and problem-solving techniques.
- Team building and motivation strategies.
- Leading and managing remote teams.

Day 5: Advanced Office Management Strategies

- Financial management and budgeting for office managers.
- Vendor management and negotiation skills.
- Implementing continuous improvement processes.
- Crisis management and business continuity planning.

Individual Impact

- Strengthen your ability to manage office operations with greater structure and confidence.
- Enhance your skills in workflow improvement, communication, and team coordination.
- Build stronger capability in using technology to improve office productivity.
- Gain practical strategies for handling modern administrative challenges more effectively.

Work Impact

- Improve office efficiency and operational performance across daily activities.
- Strengthen internal communication, coordination, and team support.
- Support better document control, data protection, and process consistency.
- Enhance the organization's ability to respond to change, disruption, and evolving workplace demands.

Training Methodology

This program integrates practical office management skills, leadership development, and workplace-focused application to ensure real-world relevance and professional impact. Learning methods include:

- Real-world case studies on office operations and administrative challenges.
- Practical exercises in workflow analysis, planning, and communication.
- Interactive workshops on office technology, leadership, and productivity improvement.
- Group discussions on policy development, problem-solving, and team management.



- Frameworks and tools for applying modern office management practices effectively.

Beyond the Course

Upon completion, participants will be better equipped to manage office functions with greater confidence, efficiency, and strategic awareness. They will return ready to:

- Apply stronger office management practices in daily operations.
- Improve workflows, communication, and coordination across the workplace.
- Use modern tools and systems to support higher productivity.
- Contribute more effectively to office improvement, continuity, and long-term organizational performance.

