



# The Ultimate Office Management and Interpersonal Skills Training Course

19 - 23 Aug 2024  
Amsterdam



**AGILE LEADERS**  
Training Center



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**Ref.:** 3694\_247427 **Date:** 19 - 23 Aug 2024 **Location:** Amsterdam **Fees:** 4800 Euro

## The Complete Office Management Training Course Overview:

'The Complete Office Management Training Course' is a comprehensive office management training that empowers professionals to master critical skills like effective communication, time management, and efficient meeting conduct. This course not only provides robust office management certification but also focuses on enhancing interpersonal skills. By addressing practical aspects such as drafting meeting minutes and project planning, it ensures participants are well-equipped to handle day-to-day administrative responsibilities. Offering a blend of online and offline modules, this course allows participants to pace their learning and focus on areas of improvement.

## Target Audience:

- Office Managers
- Administrative Assistants
- Project Coordinators
- Executives looking to sharpen their office management skills

## Targeted Organizational Departments:

- Administrative Department
- Project Management Office
- Human Resources
- Operations

## Targeted Industries:

- Corporate Services
- Information Technology
- Healthcare
- Education and Training

## Course Offerings:

- Comprehensive office management training covering diverse aspects of administration.
- Detailed instruction on creating minutes of meetings.



- Training to enhance communication and leadership skills.
- Guidance on time management best practices.
- Opportunities to improve interpersonal skills in a business context.

## Training Methodology:

To ensure an engaging, effective learning experience in 'The Complete Office Management Training Course,' we will be employing a diverse range of training methodologies. These methodologies have been chosen with an eye toward the specific skills and topics covered in the course, from communication skills training to administration skills.

Firstly, practical workshops and interactive sessions will play a large role. These will provide hands-on experience with tasks such as writing minutes of meetings, managing data, and improving time management. Participants will work both individually and in teams, fostering excellent communication and interpersonal skills as they collaborate on projects and presentations.

Case studies will provide another significant learning method. These real-world examples will provide context for the skills taught in the course, particularly in areas such as project planning, office protocols, and etiquette. Group discussions following each case study will encourage participants to engage with the material and apply what they've learned.

Regular feedback sessions will ensure that participants understand and can apply the skills being taught. These will give participants a chance to ask questions, discuss challenges, and receive constructive, targeted advice.

Finally, we will employ digital learning tools to provide a comprehensive and flexible learning experience. Participants will have access to office management online courses, providing further opportunities for learning and reinforcement outside of the regular training sessions.

## Course Toolbox:

1. **Training Manual:** A detailed manual covering all the topics discussed in the training.
2. **Online Learning Platform:** Access to the office management online courses for further reading and reinforcement of classroom learning.
3. **Digital Tools:** Access to recommended time management, data management, and project planning software and applications.
4. **Minutes of Meeting Template:** Templates for effective note-taking during meetings.
5. **Project Planning Templates:** Guides and templates to help in creating effective project plans.
6. **Email and Presentation Templates:** Templates and guidelines for professional emails and presentations.
7. **Case Studies:** Real-world examples and scenarios for discussion and problem-solving activities.
8. **Feedback Forms:** Forms for providing and receiving feedback on the practical exercises conducted during the training.



## Course Agenda:

### Day 1: Communication Skills

- **Topic 1: Enhancing Face-to-Face Communication Skills:** Understanding the nuances of non-verbal communication, voice modulation, and body language. Addressing the importance of active listening and effective speaking.
- **Topic 2: Teleconferencing and Online Communication Skills:** Guidance on etiquette and best practices for effective digital communication, including video conferencing, emails, and instant messaging.
- **Topic 3: Presentation Skills:** Mastering the art of creating and delivering compelling presentations, focusing on design, content structure, delivery, and audience engagement.

### Day 2: Office Administration

- **Topic 4: Efficient Meeting Conduct:** Learning how to plan, conduct, and follow up on effective meetings, with a focus on participant engagement, time management, and meeting objectives.
- **Topic 5: Minute Writing:** Detailed instruction on taking accurate minutes of meetings, with emphasis on identifying key points, summarizing discussions, and formatting minutes.
- **Topic 6: Project Planning Skills:** Understanding the fundamentals of project planning, including setting objectives, identifying resources, developing timelines, and monitoring progress.
- **Topic 7: Data Management:** Acquiring skills on data organization, security, backup and retrieval, and learning about essential data management tools.

### Day 3: Time Management

- **Topic 8: Time Management Strategies:** Learning how to prioritize tasks, eliminate time-wasters, and balance workload to improve productivity.
- **Topic 9: Utilization of Time Management Tools:** Training on the use of digital tools and software for effective time management, such as calendars, project management apps, and time tracking tools.

### Day 4: Interpersonal and Planning Skills

- **Topic 10: Developing Strong Interpersonal Skills:** Fostering relationships and improving collaboration in the workplace through empathy, active listening, and effective feedback.
- **Topic 11: Office Protocols and Etiquette:** Understanding and adhering to office etiquette, including respect for diversity, professionalism, and workplace ethics.

### Day 5: Essential Soft Skills & Work-Life Balance



- **Topic 13: Stress Management:** Discover causes of stress and develop strategies for managing it. Learn to communicate effectively under pressure
- **Topic 14: 7 Habits of Highly Effective People:** Understand the seven habits that can improve your effectiveness and efficiency at work. Discover the role of interpersonal skills.
- **Topic 15: Work-Life Balance:** Discuss the importance of work-life balance and learn practical strategies for achieving it. Understand the role of time management in maintaining balance.
- **Reflection & Review:** Reflect on the day's insights and review the key takeaways. Discuss how today's learnings can contribute to your effectiveness as an office manager.

## How This Course is Different from Other 'Office Management Training' Courses:

'The Complete Office Management Training Course' offers a comprehensive, practical, and engaging approach to office management training. Unlike many other office management courses, it combines a broad range of topics into one course, offering a holistic training experience.

This course addresses not just technical skills such as time management training and writing minutes of meetings, but also soft skills like communication skills training and interpersonal skills in business. This rounded approach ensures that participants will leave the course ready to manage all aspects of office administration, from the day-to-day tasks to the interpersonal relationships that make a workplace thrive.

Another unique feature of our course is the combination of classroom teaching with office management online courses. This blended learning approach allows participants to reinforce and extend their learning outside of the classroom, providing a flexible, comprehensive learning experience. Furthermore, we prioritize hands-on, practical learning, ensuring that participants can immediately apply the skills they've learned.

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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## Gamified and Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.



## Our Training Categories

We cover a wide range of training categories to cater to different needs and interests

- Branding, Marketing, Customer Relations, & Sales Programs
- Finance and Accounting Programs
- Human Resources Management Programs
- Management & Leadership Programs
- Political & Public Relations Programs
- Project Management Programs
- Quality & Process Management
- Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.



## Where to Find Us

You can join our training programs at our centers located in



We also offer online training sessions through the Zoom platform.

- Malaysia**  
Kuala Lumpur
- Morocco**  
Casablanca
- Spain**  
Barcelona
- France**  
Paris
- UK**  
London
- Italy**  
Rome
- Egypt**  
Cairo  
Sharm El-Sheikh
- Turkey**  
Istanbul
- Georgia**  
Tbilisi
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