



# **The Certified Administrative & Innovation Skills Training Course**

17 - 21 Nov 2025  
Milan



**AGILE LEADERS**  
Training Center



# The Certified Administrative & Innovation Skills Training Course

**Ref.:** 36257\_257825 **Date:** 17 - 21 Nov 2025 **Location:** Milan **Fees:** 4800 **Euro**

## Overview:

This five-day intensive program combines essential principles of Administrative Skills and innovation. It aims to equip participants with skills in planning, goal setting, performance management, communication, report writing, and the application of AI in the workplace.

## Target Departments:

Any Department

## Target Industry:

All Sectors

## Target Audience:

- Officers
- Specialists
- Admins at all levels.
- Supervisors.

## Training Methodology:

- Case studies
- Group work
- Interactive and feedback sessions
- Experiential learning with real-world scenarios

## Course Toolbox:

- Workbooks
- Reading materials
- Online resources



## **Course Content:**

### **Day 1: Planning and Goal Setting**

- Understanding the importance of planning
- Setting SMART goals
- Aligning Goals with Organizational Strategy and Culture.
- Prioritizing and effective time management
- Reflective session: Applying planning in real-world scenarios

### **Day 2: Innovation Mindset**

- Cultivating an innovative mindset
- Principles of innovation in Public Sector
- Design thinking for problem-solving.
- Design thinking for Decision Making.
- Reflective session: Skills for innovation

### **Day 3: Communication and Report Writing**

- Effective communication skills in the workplace
- Techniques for writing clear and concise reports
- Utilizing AI tools to enhance communication and reporting
- Reflective session: Practical applications of communication and AI tools

### **Day 4: Open Culture and Innovation, and continues improvement**

- Adopting an open organizational culture
- Encouraging innovative behaviours and feedback
- The culture of Continues Improvement Initiatives
- Reflective session: Enhancing innovation through open culture

### **Day 5: Innovation in the Public Sector and Education**

- Understanding The importance of innovation in the public sector
- Role of culture change in public sector innovation
- Open-source education Vs formal education.
- Education and its impact on Workforce and Innovation.
- Final reflection: Integrating learned concepts into personal and professional life

# 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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## CONTACT US

 UAE, Dubai Investment Park First

 +971585964727  
 +447700176600

 [sales@agile4training.com](mailto:sales@agile4training.com)



## 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
- Azerbaijan**  
Baku
- UAE**  
Dubai



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