

Modern Administrative Coordination for Time and Performance Management

15 – 19 February 2027
Milan

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Ref: 103600661_83356 **Date:** 15 – 19 February 2027 **Location:** Milan **Fees:** 5700 Euro

Course Overview:

Administrative Coordination and Follow-Up for Time and Performance Management is a comprehensive corporate training programme designed to help professionals translate organizational objectives into clearly assigned tasks, measurable results, and timely action. The course establishes the relationship between administrative planning, organizational coordination, administrative follow-up, and performance measurement, demonstrating how these disciplines support operational efficiency and accountability.

Participants will explore practical approaches to action planning, task management, priority setting, time management, and workflow management. They will learn how to distribute responsibilities, reduce role overlap, monitor task progress, and improve the flow of information across departments. The programme also introduces digital follow-up systems and relevant applications of artificial intelligence for summarizing progress, organizing information, analyzing performance data, and drafting preliminary reports, subject to human verification.

Drawing on the referenced materials covering performance monitoring indicators, institutional time management, administrative communication, persuasive communication, quality assurance, and effective meeting management, the course provides a structured approach to defining KPIs, baselines, targets, data sources, and reporting cycles. It also addresses administrative reporting, meeting management, negotiation, team coordination, problem solving, and decision making.

The programme concludes with the development of a personal action plan, enabling participants to transfer their learning to the workplace through defined priorities, actions, deadlines, responsibilities, and success indicators.

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Target Audience:

- Department directors and division heads
- Administrative managers and supervisors
- Administrative coordination and follow-up officers
- Executive office and senior management support personnel
- Planning and performance management professionals
- Project, programme, and initiative coordinators
- Team leaders and operational supervisors
- Executive assistants and senior administrative professionals
- Committee secretaries and meeting coordinators
- Reporting and performance analysis officers
- Employees responsible for task management and follow-up
- Professionals preparing for supervisory responsibilities
- Employees seeking to strengthen their administrative management skills

Targeted Organizational Departments:

- Executive Management and Executive Offices
- Administrative Affairs and Support Services
- Strategic and Administrative Planning
- Performance Management and KPI Units
- Coordination and Follow-Up Offices
- Operations and Workflow Management
- Quality and Organizational Excellence
- Human Resources and Organizational Development
- Project and Programme Management Offices
- Corporate Communications
- Committee Secretariats and Governance Offices
- Business Analysis and Management Reporting
- Digital Transformation and Process Improvement
- Departments using digital follow-up and task management systems

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Targeted Industries:

- Government authorities and public-sector organizations
- Ministries, municipalities, and regulatory bodies
- Large corporations and holding companies
- Banking, financial services, and insurance
- Oil, gas, energy, and utilities
- Engineering, construction, and infrastructure
- Transportation and logistics
- Healthcare institutions and hospitals
- Universities and educational institutions
- Telecommunications and information technology
- Manufacturing and industrial operations
- Retail, trade, and professional services
- Nonprofit organizations and professional associations

Course Offerings:

By the end of this course, participants will be able to:

- Explain the role of administrative coordination and follow-up in achieving organizational objectives
- Connect administrative planning, organization, execution, monitoring, and performance measurement
- Define coordination and follow-up roles across departments and teams
- Reduce duplicated effort, unclear ownership, and overlapping responsibilities
- Translate strategic and operational objectives into actionable tasks
- Prepare action plans with responsibilities, deadlines, and expected results
- Apply time management and priority-setting techniques
- Improve task scheduling and workflow management
- Monitor tasks, deadlines, dependencies, and completion status
- Recognize suitable digital follow-up and task management applications
- Identify relevant uses of AI in administrative follow-up
- Use AI-supported approaches to organize information and summarize progress
- Apply human verification to AI-generated summaries, analysis, and reports
- Select performance indicators aligned with objectives and processes
- Define KPI baselines, targets, data sources, owners, and reporting frequency
- Analyze performance data and identify significant variances
- Recommend corrective actions based on monitoring results
- Prepare clear administrative follow-up and performance reports
- Apply effective administrative communication techniques
- Use negotiation and persuasion to improve cross-functional cooperation
- Plan and manage productive meetings
- Record decisions and track assigned actions
- Diagnose problems and identify their root causes
- Evaluate alternatives and make evidence-based decisions
- Develop a personal action plan for workplace implementation

Training Methodology:

The programme uses an interactive training methodology that connects administrative concepts with realistic corporate situations. Each section begins with a concise explanation of the relevant principles, followed by practical examples illustrating how administrative planning, coordination, time management, and follow-up operate in an organizational environment.

Case studies will address common workplace challenges, including missed deadlines, conflicting priorities, unclear accountability, information gaps, weak performance indicators, and ineffective meetings. Participants will examine the causes of these challenges, compare possible responses, and recommend practical corrective actions. Facilitated group discussions will help participants explore how coordination practices differ across departments and organizational structures.

Participants will review illustrative action plans, follow-up reports, meeting minutes, KPI definitions, and performance dashboards. These examples will demonstrate the relationship between activities, outputs, performance results, baselines, targets, and corrective action. Guided demonstrations will also introduce relevant uses of digital tracking systems and artificial intelligence in administrative follow-up, while emphasizing confidentiality, data quality, human judgment, and output verification.

Role-based scenarios will support the development of administrative communication, negotiation, persuasion, meeting management, problem solving, and decision-making skills. Daily reflection and feedback sessions will consolidate learning and help participants relate the concepts to their responsibilities. The programme concludes with a structured personal action plan defining workplace priorities, implementation steps, deadlines, responsibilities, and measurable success indicators.

Course Toolbox:

The course does not include or provide software, paid subscriptions, digital platforms, or physical tools. It introduces relevant insights and illustrative examples, which may include:

- Sample administrative action plans
- Responsibility assignment examples
- Priority-setting and time management matrices
- Illustrative task schedules and follow-up registers
- Workflow and task status examples
- Sample performance monitoring dashboards
- KPI definition and documentation examples
- Baseline, target, and reporting-cycle examples
- Administrative follow-up report samples
- Performance variance reporting examples
- Meeting agenda and minutes examples
- Decision and action-tracking registers
- Meeting preparation and follow-up checklists
- Root-cause analysis examples
- Decision evaluation frameworks
- Illustrative digital task management applications
- Examples of AI use in administrative follow-up
- AI-output verification and review considerations
- Communication, negotiation, and persuasion scenarios
- A personal action-planning framework

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Course Agenda:

Day 1: Foundations of Administrative Coordination and Follow-Up

- **Topic 1:** Administrative Coordination and Its Organizational Value
- **Topic 2:** Administrative Follow-Up Objectives and Levels
- **Topic 3:** Planning, Organization, Coordination, and Monitoring
- **Topic 4:** Coordination and Follow-Up Roles
- **Topic 5:** Responsibility Allocation and Role Clarity
- **Topic 6:** Information Flow Across Departments
- **Reflection & Review:** Mapping the Administrative Cycle from Planning to Follow-Up

Day 2: Administrative Planning, Task Management, and Time Management

- **Topic 1:** Converting Objectives into Actionable Tasks
- **Topic 2:** Action Planning and Responsibility Assignment
- **Topic 3:** Task Classification and Priority Setting
- **Topic 4:** Time Estimation and Realistic Scheduling
- **Topic 5:** Time Wasters and Sources of Delay
- **Topic 6:** Team Workflow and Task Follow-Up
- **Reflection & Review:** Reviewing an Action Plan and Priority Schedule

Day 3: Digital Follow-Up and Performance Measurement

- **Topic 1:** Designing an Effective Follow-Up System
- **Topic 2:** Digital Follow-Up and Task Management Applications
- **Topic 3:** AI Applications in Administrative Follow-Up
- **Topic 4:** Selecting Performance Indicators
- **Topic 5:** KPI Baselines, Targets, and Data Sources
- **Topic 6:** Variance Analysis and Corrective Action
- **Reflection & Review:** Interpreting a Performance Dashboard Using Modern Approaches

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Day 4: Administrative Communication, Reporting, and Meetings

- **Topic 1:** Administrative Communication and Information Flow
- **Topic 2:** Effective Internal and External Communication
- **Topic 3:** Negotiation and Persuasion Across Teams
- **Topic 4:** Administrative Follow-Up Reporting
- **Topic 5:** Meeting Planning and Agenda Management
- **Topic 6:** Decision Documentation and Action Tracking
- **Reflection & Review:** Evaluating a Follow-Up Report and Meeting Record

Day 5: Problem Solving, Decision Making, and Workplace Application

- **Topic 1:** Problem Diagnosis and Root-Cause Identification
- **Topic 2:** Developing Alternatives and Evaluation Criteria
- **Topic 3:** Evidence-Based Decision Making
- **Topic 4:** Team Management During Implementation
- **Topic 5:** Integrated Coordination and Follow-Up Systems
- **Topic 6:** Personal Action Planning for Workplace Application
- **Reflection & Review:** Presenting Action Plans and Defining Follow-Up Steps

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No specialist qualification or technical background is required. The programme is suitable for administrative professionals, supervisors, coordinators, team leaders, and employees responsible for planning, task follow-up, reporting, meeting coordination, or performance measurement. Some experience in an administrative or operational environment would be helpful but is not mandatory.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4–5 hours, with breaks and interactive activities included. The total course duration spans one week, providing approximately 20–25 hours of instruction.

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What is the difference between administrative follow-up and performance measurement?

Administrative follow-up determines whether tasks have been completed according to assigned responsibilities, schedules, and agreed requirements. Performance measurement evaluates the quality, efficiency, and results of that work using defined indicators, baselines, targets, and reliable data. This programme integrates both disciplines by connecting action plans and tasks with KPIs, analyzing performance variances, and identifying suitable corrective actions.

How This Course is Different from Other Administrative Coordination and Follow-Up Courses:

This programme treats administrative coordination, time management, task management, and performance measurement as parts of one connected management system. Instead of addressing each subject independently, it follows the full administrative cycle: defining objectives, planning work, allocating responsibilities, monitoring execution, measuring results, resolving problems, and improving performance.

Unlike programmes that present time management primarily as an individual productivity skill, this course connects time and priority management with departmental dependencies, workflow requirements, task ownership, and organizational deadlines. Performance measurement is also addressed beyond general KPI terminology. Participants explore how indicators relate to objectives and learn the importance of baselines, targets, data sources, reporting frequency, variance analysis, and corrective action.

The programme also introduces relevant applications of artificial intelligence in administrative follow-up, including progress summarization, information organization, preliminary data analysis, and report drafting. These applications are balanced with human verification, confidentiality, and responsible use considerations.

Supporting competencies—including administrative communication, persuasive communication, negotiation, meeting management, reporting, problem solving, and decision making—are incorporated because they directly influence follow-up effectiveness. No software or subscriptions are provided; participants instead gain practical insights and examples that can be adapted to their organization’s existing systems. The personal action plan further supports measurable workplace application after the programme.