

Office Services and Workplace Operations Training Course

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Course Overview

Office Services and Workplace Operations Training Course is a one-week course for office managers, administration supervisors, workplace coordinators, and service owners who leave with an Office Management Control Plan. Participants connect office-service design, team workflows, records, suppliers, budgets, facilities interfaces, controls, continuity, and performance through a continuing workplace case. The course converts dispersed support activities into owned services, measurable standards, coordinated dependencies, and management reviews. Office services and workplace operations are taught by Agile Leaders Training Center.

Who Should Attend

- Office management functions responsible for workplace services, resources, and daily control
- Administration supervision functions responsible for support teams, workflows, and records
- Workplace coordination functions responsible for facilities interfaces and service requests
- Supplier coordination functions responsible for contracts, delivery evidence, and performance
- Business support functions responsible for budgets, controls, and management reporting

The course assumes participants already coordinate office services or resources and leaves out technical building maintenance and entry-level administration.

Departments and Industries

The course supports office services across commercial, professional, industrial, and public-facing organizations.

- Administration, workplace services, and corporate support
- Facilities coordination, procurement, and finance support
- Banking, insurance, and professional services
- Healthcare, education, and public-service organizations
- Manufacturing, logistics, and hospitality operations

Learning Objectives

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

- Analyze office services, demand, dependencies, and controls
- Build service workflows, ownership, and records routines
- Use budget, supplier, and expense-control methods
- Apply facilities-interface and continuity procedures
- Evaluate service levels, risks, and performance evidence
- Build an Office Management Control Plan

Course Agenda

Day 1: Office Services and Operating Model

- Office Service Catalogue
- Workplace Demand and Stakeholder Map
- Service Ownership and Responsibility Matrix
- Office Workflow and Handoff Diagram
- Operating Issue and Escalation Register

Day 2: Teams, Records, and Service Controls

- Administrative Team Workload Board
- Task Delegation and Review Checklist
- Records Classification and Access Register
- Office Procedure and Control Catalogue
- Service Request and Closure Log

Day 3: Budgets, Suppliers, and Resources

- Office Budget and Cost Driver Sheet
- Expense Approval and Evidence Workflow
- Supplier Selection Criteria Matrix
- Supplier Service and Performance Scorecard
- Resource and Consumables Control Register

Day 4: Facilities Interfaces and Performance

- Facilities Service Interface Map
- Workplace Inspection and Issue Checklist
- Office Continuity and Recovery Plan
- Service Level and Exception Dashboard
- Office Performance Review Pack

Day 5: Office Management Practice and Capstone

- Service Catalogue and Ownership Exercise
- Workflow, Records, and Team Control Exercise
- Budget and Supplier Decision Exercise
- Facilities and Performance Review Exercise
- Capstone Office Management Control Plan

Practical Exercises

The course uses suggested activities based on office services and workplace dependencies.

- Suggested activity: map office services, owners, customers, and handoffs
- Suggested activity: review a supplier failure using contract evidence and service measures
- Suggested activity: rebalance an office budget after a facilities cost exception
- Suggested activity: run a workplace continuity and service-performance review

FAQs

Who is the Office Services and Workplace Operations Training Course suited to?

The course suits managers and coordinators who already own office services, suppliers, budgets, records, team workflows, or facilities interfaces and need an integrated control approach.

How do office services and workplace operations differ from administrative productivity training?

Office services and workplace operations manage shared services, suppliers, budgets, spaces, facilities dependencies, and team controls, while administrative productivity training concentrates on work intake, tasks, deadlines, and individual workflow output.

What is an Office Management Control Plan?

An Office Management Control Plan is a connected set of service definitions, ownership, workflows, records controls, budget routines, supplier measures, facilities interfaces, continuity actions, risks, and performance reviews.

How should office managers control supplier performance?

Office managers should define service requirements, evidence, measures, review intervals, issue routes, corrective actions, and renewal decisions, then compare actual delivery against those controls.

How should office services coordinate with facilities teams?

Office services should define request routes, responsibilities, priorities, access arrangements, inspection evidence, escalation points, completion checks, and continuity actions across each facilities interface.

Conclusion

Participants take back an Office Management Control Plan containing services, ownership, workflows, records, budgets, suppliers, facilities interfaces, continuity actions, risks, and measures. The plan creates one operating view of office support. It helps managers coordinate teams and providers, control resources, resolve service issues, and review workplace performance using evidence.

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