

The Advanced Administrative Skills Training Course

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Overview

Administrative roles in modern workplaces require coordination across cross-functional teams, technical systems, and operational budgets. The Advanced Administrative Skills Training Course provides structured methods for managing complex administrative workflows, coordinating organisational schedules, and integrating digital tools into everyday office operations. Participants examine frameworks for project tracking, stakeholder communication, financial monitoring, and technology adoption to support administrative responsibilities. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Office managers seeking structured frameworks for cross-departmental coordination and digital administration.
- Administrative assistants managing complex project schedules, travel logistics, and activity budgets.
- Project coordinators responsible for cross-functional meeting management, documentation, and stakeholder updates.
- Senior administrative personnel preparing to take on broader operational and financial responsibilities.
- Executive support professionals looking to enhance workflow tracking and workplace technology integration.

Departments and Industries

This programme serves administrative professionals across private, public, and non-profit sectors.

- Administrative Services and Executive Support Units
- Project Management Offices and Operations Teams
- Human Resources and Internal Communications Departments
- Education, Training, and Academic Support Units
- Healthcare Administration and Public Sector Operational Offices

Learning Objectives

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

- Apply project planning techniques to track timelines, resources, and deliverables for complex administrative assignments.
- Establish clear communication protocols for virtual teleconferences, presentations, and stakeholder engagements.
- Prepare precise meeting minutes and maintain secure data management practices.
- Manage administrative budgets and monitor resource allocation for operational schedules and group travel.
- Select digital tools and time-management workflows to boost administrative productivity.
- Apply stress mitigation methods and professional etiquette guidelines in collaborative business environments.

Course Agenda

Day 1: Communication and Collaboration Skills

- Face-to-face communication dynamics, non-verbal indicators, and active listening methods
- Teleconferencing etiquette and standards for digital collaboration platforms and email
- Structuring presentations with visual clarity, logical progression, and audience alignment
- Techniques for managing stakeholder expectations and facilitating constructive dialogue

Day 2: Project Management and Office Administration

- Project planning fundamentals: defining operational scopes, deliverables, and milestone charts
- Meeting management: preparing structured agendas, moderating discussions, and time tracking
- Minute-taking methodology: capturing key decisions, action logs, and distribution workflows
- Data administration: filing hierarchies, record security protocols, backup, and retrieval systems

Day 3: Financial and Time Management

- Budget planning principles for administrative activities, group events, and travel schedules
- Expense monitoring, variance analysis, and documentation procedures for operational costs
- Time-allocation frameworks: prioritisation matrices and scheduling boundary controls
- Software applications for task tracking, calendar management, and workload balance

Day 4: Interpersonal and Planning Skills

- Interpersonal communication strategies: empathetic listening, assertiveness, and constructive feedback
- Cross-departmental collaboration techniques for multi-stakeholder administrative projects
- Professional etiquette standards, workplace ethics, and inclusive conduct protocols
- Conflict prevention through proactive administrative alignment and expectations setting

Day 5: Technology Integration and Work-Life Balance

- Digital tools and workflow automation for coordinating complex schedules and activity trips
- Stress identification mechanisms and communication techniques under high workload demands
- The 7 Habits model: proactive planning, prioritisation, and personal effectiveness principles
- Work-life balance strategies through task boundaries and sustainable productivity habits
- Course review, skill synthesis, and implementation planning for advanced administrative performance

Practical Exercises

Participants engage in practical simulations to reinforce core administrative capabilities.

- Suggested activity: Construct an operational project schedule with milestones for an administrative initiative.
- Suggested activity: Draft an accurate meeting minute summary and action item tracker from a mock meeting recording.
- Suggested activity: Formulate an itemised budget tracking sheet for a departmental activity schedule.
- Suggested activity: Map a digital workflow to coordinate team schedules using productivity tools.

FAQs

How does this course address financial administration?

The training covers practical budgeting methods, resource allocation, and expense tracking specifically designed for administrative programmes, group schedules, and operational travel logistics.

What digital skills and technology tools are examined?

Participants explore collaboration platforms, digital scheduling applications, task-tracking software, and cloud-based file management tools to streamline administrative operations.

Does the agenda cover interpersonal effectiveness and stress management?

Yes, the course includes dedicated modules on professional etiquette, active listening, stress management strategies, and the 7 Habits framework to maintain personal balance and professional effectiveness.

Conclusion

Participants return to their organisations ready to handle advanced administrative duties with project precision and technological confidence. By mastering structured planning, fiscal tracking, clear documentation, and collaborative communication, administrative professionals elevate workplace productivity and provide vital support across operational functions.

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