



The Advanced Administrative Skills Training Course

29 March – 2 April 2027
Milan



The Advanced Administrative Skills Training Course

Ref: 36223_17062 **Date:** 29 March – 2 April 2027 **Location:** Milan **Fees:** 5700 Euro

Course Overview:

The Advanced Administrative Skills Training Course is a comprehensive program designed to empower professionals with advanced skills in office and administrative management. This course enhances crucial abilities such as project management, communication, collaboration, financial management, and technology integration.

Participants will master planning, organizing, and executing complex projects, and extracurricular activity schedules. Additionally, the course focuses on improving communication techniques to effectively engage with Internal & External Stakeholders fostering teamwork in executing extracurricular activities.

Furthermore, the training provides robust insights into budgeting and financial management to ensure efficient resource allocation for extracurricular activities and trips. Participants will also explore ways to leverage technology to enhance the planning and coordination of these activities, making processes more efficient and accessible. Offering a blend of online and offline modules, this course allows participants to pace their learning and focus on areas of improvement, ultimately equipping them with the skills needed to excel in advanced administrative roles.

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
- Any administrative related department

Targeted Industries:

- Non-Profit Organizations.
- Information Technology.
- Healthcare.
- Education and Training.
- Governmental Entities.
- For Profit organizations of all sectors.

Course Offerings:

By the end of each course, participants will:

- Gain Knowledge in advanced administrative skills covering diverse aspects of office and project management.
- Learn detailed techniques for effective project planning, organizing, and executing complex tasks like extracurricular activity schedules.
- Enhance communication and collaboration skills, effectively.
- Acquire knowledge in financial management, including budgeting and efficient resource allocation for extracurricular activities.
- Explore ways to integrate technology to streamline the planning and coordination of extracurricular activities.
- Improve their time management practices to handle administrative responsibilities more efficiently.
- Develop interpersonal skills in a business context, fostering better teamwork and leadership abilities.

Training Methodology:

This course employs a blend of interactive lectures, hands-on workshops, and real-world case studies. Participants will engage in group discussions, role-playing scenarios, and practical exercises. Online modules complement in-person sessions, providing flexibility. Continuous assessments and feedback ensure skill mastery and practical application.



Course Toolbox:

1. **Training Manual:** A detailed manual covering all the topics discussed in the training.
2. **Digital Tools:** Access to recommended time management, data management, and project planning software and applications.
3. **Project Planning Templates:** Guides and templates to help in creating effective project plans.
4. **Email and Presentation Templates:** Templates and guidelines for professional emails and presentations.
5. **Case Studies:** Real-world examples and scenarios for discussion and problem-solving activities.

Course Agenda:

Day 1: Communication and Collaboration 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: Project Management and Office Administration



- **Topic 1:** Project Planning Skills
 - Understanding the fundamentals of project planning, including setting objectives, identifying resources, developing timelines, and monitoring progress.
- **Topic 2:** 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 3:** Minute Writing
 - Detailed instruction on taking accurate minutes of meetings, with emphasis on identifying key points, summarizing discussions, and formatting minutes.
- **Topic 4:** Data Management
 - Acquiring skills on data organization, security, backup and retrieval, and learning about essential data management tools.

Day 3: Financial and Time Management

- **Topic 1:** Financial Management for Extracurricular Activities
 - Gaining knowledge and skills in budgeting and financial management to ensure efficient allocation of resources.
- **Topic 2:** Time Management Strategies
 - Learning how to prioritize tasks, eliminate time-wasters, and balance workload to improve productivity.
- **Topic 3:** 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 1:** Developing Strong Interpersonal Skills
 - Fostering relationships and improving collaboration in the workplace through empathy, active listening, and effective feedback.
- **Topic 2:** Office Protocols and Etiquette
 - Understanding and adhering to office etiquette, including respect for diversity, professionalism, and workplace ethics.

Day 5: Technology Integration and Work-Life Balance



- **Topic 1:** Technology Integration for Extracurricular Activities
 - Exploring ways to leverage technology to enhance the planning and coordination of extracurricular activities and trips.
- **Topic 2:** Stress Management
 - Discovering causes of stress and developing strategies for managing it. Learning to communicate effectively under pressure.
- **Topic 3:** 7 Habits of Highly Effective People
 - Understanding the seven habits that can improve your effectiveness and efficiency at work. Discovering the role of interpersonal skills.
- **Topic 4:** Work-Life Balance
 - Discussing the importance of work-life balance and learning practical strategies for achieving it. Understanding the role of time management in maintaining balance.
- **Reflection & Review**
 - Reflecting on the day's insights and reviewing the key takeaways. Discussing how today's learnings can contribute to your effectiveness as an advanced administrative professional.

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

1. **Advanced Skill Focus:** Unlike traditional office management courses, this program goes beyond basic administrative tasks and dives into advanced skills such as project management, financial management, and technology integration.
2. **Real-World Application:** The course emphasizes practical, real-world applications, preparing participants to handle complex projects like coordinating international school trips and managing extracurricular activity schedules.
3. **Comprehensive Curriculum:** Covering a wide range of topics from communication and collaboration to advanced problem-solving and decision-making, this course provides a holistic approach to administrative excellence.
4. **Interactive Learning:** Combining interactive lectures, hands-on workshops, and real-world case studies, the training ensures participants engage deeply with the material and develop practical skills.
5. **Flexible Learning Options:** Offering a blend of online and offline modules, the course allows participants to learn at their own pace and focus on areas where they need the most improvement.
6. **Personal Development:** In addition to professional skills, the course also focuses on personal development, including stress management and interpersonal skills, ensuring participants are well-rounded and effective in their roles.