

## CERTIFIED ADMINISTRATION AND OFFICE MANAGEMENT PROFESSIONAL

*"COACHING AND MENTORING SKILLS FOR MANAGERS – ILM ENDORSED"*

### Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

### Introduction

Efficient administration and effective office management are the backbone of every successful organization. The Certified Administration and Office Management Professional program is designed to equip administrative professionals, office managers, and executive assistants with the advanced skills required to manage office operations, enhance productivity, and support organizational success.

This course provides participants with practical knowledge in planning, organizing, communication, record management, time management, and leadership. It focuses on developing proactive administrative professionals who can manage complex tasks, coordinate teams, handle challenges, and adapt to technological and organizational change with confidence and competence.

### Objectives

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

- Understand the strategic role of administration and office management in modern organizations.
- Plan, organize, and manage office systems efficiently.
- Apply best practices in communication, coordination, and time management.
- Develop leadership and problem-solving skills for administrative excellence.
- Implement record management and digital documentation systems.
- Manage meetings, schedules, and events professionally.
- Improve interpersonal and customer service skills.
- Support organizational efficiency through proactive decision-making and initiative.

## Why Attend

Office administrators are the vital link between management, staff, and clients. This certification empowers professionals with the essential tools and techniques to manage their roles more effectively and strategically. Participants will learn how to build professional credibility, manage multitasking challenges, and contribute directly to organizational success. Whether you're an experienced administrator or aspiring to move into a managerial role, this course enhances your confidence, productivity, and leadership in the workplace.

## Target Audience

This course is ideal for:

- Office Administrators and Coordinators
- Executive and Personal Assistants
- Administrative Professionals and Secretaries
- Office Managers and Support Staff
- Front Office and Administrative Executives
- Junior Managers and Supervisors handling administrative functions
- Professionals seeking to strengthen their management and coordination skills

## Individual Benefits

- Strengthen administrative and organizational management capabilities.
- Enhance communication, leadership, and time management skills.
- Gain confidence in managing office operations efficiently.
- Improve teamwork, coordination, and customer service abilities.
- Learn modern tools and techniques for digital office management.
- Achieve professional recognition with a globally relevant certification.

## Organizational Benefits

- Improve efficiency and productivity in administrative operations.
- Enhance professionalism and communication across departments.
- Build stronger support systems for management and teams.
- Standardize administrative procedures and documentation.
- Promote a culture of organization, responsibility, and continuous improvement.
- Develop capable administrative leaders for sustainable growth.

## Instructional Methodology

The program uses a practical, interactive learning approach through:

- Instructor-led sessions and real-world simulations
- Case studies and problem-solving workshops
- Group activities and role-playing exercises
- Office management tools and best practice demonstrations
- Self-assessment and personal development planning
- Continuous feedback and interactive discussions

## Course Outline

- Module 1: The Evolving Role of the Administrative Professional
- Module 2: Effective Communication and Interpersonal Skills
- Module 3: Time and Stress Management for Productivity
- Module 4: Office Organization, Records, and Information Management
- Module 5: Meeting, Event, and Schedule Management
- Module 6: Leadership, Teamwork, and Conflict Resolution
- Module 7: Customer Service and Professional Image Building
- Module 8: Digital Office Tools and Technology Applications
- Module 9: Problem-Solving, Decision-Making, and Critical Thinking
- Module 10: Capstone Project – Office Management and Administrative Strategy

## Certification

Upon successful completion, participants will receive the Certified Administration and Office Management Professional certificate, recognizing their skills in managing administrative operations, improving efficiency, and leading with professionalism in the modern business environment.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

**+601116373203**

EMAIL:

**info@mawaevents.net**

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