Security & Law Enforcement · SL450

Professional Administrative Skills for Modern Office Professionals

Duration	Category	Ref
1 Week	**Security & Law Enforcement**	**SL450**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

Administrative professionals play a vital role in ensuring the smooth operation of every organisation. Beyond managing daily office activities, they coordinate communication, support management, organise documentation, and deliver exceptional service to internal and external stakeholders. This comprehensive five-day programme develops the essential administrative competencies required in today's fast-paced business environment by combining professional communication, office management, digital productivity, and organisational skills.

Course Objectives

Upon completion of this course, participants will be able to:

- Strengthen professional administrative and organisational skills.
- Improve workplace communication and interpersonal effectiveness.
- Manage office operations with greater efficiency.
- Prepare professional business correspondence and reports.
- Organise meetings, travel arrangements, and office schedules.
- Utilise Microsoft Office tools for administrative tasks.
- Enhance productivity through effective planning and time management.

Target Audience

This course is suitable for:

- Administrative Professionals
- Administrative Coordinators
- Office Managers
- Executive Assistants
- Personal Assistants
- Secretaries
- Office Support Staff
- Employees transitioning into administrative roles

Course Outline

Day 1

Foundations of Administrative Professionalism

- The modern administrative professional
- Professional workplace behaviour
- Communication skills for administrators
- Customer-focused administrative support
- Building confidence and professionalism
- Business etiquette

Day 2

Office Organisation and Coordination

- Office administration best practices
- Managing office systems and procedures
- Scheduling meetings and appointments
- Travel and event coordination
- Filing and document management
- Office resource coordination

Day 3

Business Communication Skills

- Professional email writing
- Business letters and reports
- Telephone communication
- Handling difficult conversations
- Meeting preparation and minute writing
- Internal and external communication

Day 4

Administrative Productivity Tools

- Microsoft Word for professional documentation
- Microsoft Excel for data organisation and reporting
- Microsoft Outlook for email and calendar management
- Digital collaboration tools
- Time management strategies
- Managing competing priorities

Day 5

Advanced Administrative Excellence

- Problem solving and decision making
- Managing confidential information
- Working effectively with executives
- Team collaboration and stakeholder management
- Continuous improvement in office administration

- Final workshop, practical exercises, and action planning

Ask us for a date for this course

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