Special Courses · SC289

Support Services: Administration Services

Madrid · 7 - 11 Dec 2026

Date	Venue	Duration
7 - 11 Dec 2026	**Madrid**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**SC289**	**English**

Introduction

Efficient administrative services are the backbone of any organisation. They ensure that operations run smoothly, resources are utilised effectively, and internal processes are optimised for productivity. Administrative support services encompass a wide range of activities, including communication management, record keeping, resource allocation, scheduling, and logistical coordination.

This training programme is designed to empower administrative professionals with advanced skills, tools, and strategies needed to excel in their roles. By focusing on operational efficiency, resource management, and modern technological applications, participants will gain the ability to enhance service quality, streamline processes, and align their contributions with organisational goals. Whether working in a corporate office, a government agency, or a nonprofit, effective administration services drive organisational success and create a foundation for sustainable growth.

Objectives

By the end of this programme, participants will:

- Understand the critical role of administrative support services in organisational success.
- Develop advanced skills in communication, scheduling, and resource management.
- Apply modern technologies and software to streamline administrative tasks.
- Master best practices for record keeping, filing systems, and data management.
- Enhance problem-solving and decision-making skills in administrative contexts.
- Improve time management and multitasking abilities.
- Build effective relationships with internal and external stakeholders to improve service delivery.

Organisational Impact

- Enhanced administrative efficiency leads to cost savings and better resource utilisation.
- Improved communication channels within the organisation.
- Streamlined processes and reduced operational bottlenecks.
- Strengthened support systems for executives, teams, and departments.
- Better compliance with regulatory and organisational policies.

- Enhanced reputation of the organisation due to superior administrative services.

Personal Impact

- Improved confidence and professional growth in administrative roles.
- Enhanced skills in technology, communication, and organisation.
- Greater ability to prioritise tasks and manage time effectively.
- Stronger decision-making and problem-solving capabilities.
- Recognition as a key contributor to organisational success.
- Expanded career opportunities in administrative and support services.

Target Audience

- Administrative assistants and coordinators.
- Office managers and team leaders.
- Executive assistants and secretaries.
- HR and administrative professionals.
- Individuals aspiring to build a career in administrative services.

Course Outline

Day 1: Foundations of Effective Administration

- Introduction to administrative support services: Scope and importance.
- Key responsibilities of administrative professionals.
- Understanding organisational structure and culture.
- Tools and technologies for efficient administration.

Day 2: Communication and Coordination Skills

- Mastering professional communication: Emails, memos, and reports.
- Building strong relationships with stakeholders.
- Effective scheduling and calendar management.
- Conflict resolution and handling challenging situations.

Day 3: Advanced Administrative Tools and Techniques

- Utilising technology for task automation and efficiency (e.g., MS Office, task management software).
- Best practices in document management and record keeping.
- Introduction to data analysis and reporting for administrative tasks.
- Managing logistics and resources for events and meetings.

Day 4: Problem-Solving and Decision-Making in Administration

- Identifying and resolving administrative challenges.
- Strategies for prioritising tasks and managing workloads.
- Enhancing multitasking skills without compromising quality.
- Practical exercises: Case studies on administrative problem-solving.

Day 5: Excellence in Administrative Services

- Developing a personal improvement plan for administrative growth.

- Measuring and reporting administrative performance metrics.
- Fostering a proactive mindset and embracing change.
- Group activity: Developing a streamlined administrative process.
- Final review and feedback session.

Register or ask about this course online

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