Office Management and Administration

Training Course

With

Elegant Professional Management

Dev. Training Center

Office Management and Administration

Course Overview:

The Office Management and Administration course is designed to equip participants with advanced knowledge and practical skills required to manage modern offices effectively. Participants will learn how to streamline office operations, handle administrative functions with professionalism, use digital tools to improve workflow, maintain records, manage time and resources, and improve communication across teams. With a focus on Dubai's multicultural and fast-paced business environment, this course combines the best global practices with local relevance.

Learning Outcomes:

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

- Understand core responsibilities of office managers and administrators.

- Improve operational efficiency using planning and organizational skills.

- Communicate effectively and professionally within an office setting.

- Use Microsoft Office and digital tools for documentation and scheduling.

- Maintain records, databases, and filing systems efficiently.

- Manage meetings, reports, customer service, and vendor relations.

- Apply conflict resolution and problem-solving skills in administrative tasks.

- Contribute to a positive, productive, and professional work environment.

Detailed Course Outline

Module 1: Role and Scope of Office Management

- Introduction to office management and administration

- Key duties and required competencies

- Types of offices and organizational structures

Module 2: Administrative Systems and Filing Management

- Record-keeping systems (manual and digital)

- Document classification and retention policies

- Data confidentiality and legal considerations

Module 3: Time and Task Management

- Setting priorities and SMART goals

- Scheduling tools and productivity techniques

- Avoiding time-wasterss and managing deadlines

Module 4: Business Communication and Correspondence

- Written and oral communication essentials

- Drafting business letters, emails, and reports

- Telephone and reception etiquette

Module 5: Technology for Office Administration

- Overview of MS Office: Word, Excel, Outlook, PowerPoint

- Using calendars, shared drives, and office management software

- Digital collaboration and cloud-based tools

Module 6: Event and Meeting Coordination

- Planning and organizing internal and external meetings

- Preparing agendas, minutes, and reports

- Booking logistics: venues, travel, hospitality

Module 7: Customer and Client Service Management

- Handling inquiries and complaints professionally

- Building rapport and trust with clients

- Managing office front desk and phone support

Module 8: Leadership, Ethics, and Problem Solving

- Leading small office teams and delegating tasks

- Ethical responsibilities of administrative staff

- Conflict resolution and professional decision-making

Key Features of the Training Course:

- Extended 16-hour program with deeper insights and applications

- Interactive activities, role-plays, and case studies

- Focus on practical applications and real office documentation

- Templates and checklists for daily administrative tasks

- Certificate of Completion from Elegant Training Center

- Training aligned with UAE office and corporate practices

Why Choose Elegant Training Center?

1. **Dubai-Relevant Curriculum** – Specifically crafted to meet the demands of UAE-based companies and international businesses operating in Dubai.

2. **Expert-Led Training** – Sessions led by experienced trainers with backgrounds in office administration, HR, and corporate operations.

3. **Hands-On Practice** – Includes document drafting, time management tools, and real admin scenarios.

4. **Professional Learning Environment** – Modern training facilities, collaborative learning, and networking opportunities.

5. **Career-Oriented Certification** – Recognized certificate that enhances your job prospects in administration, coordination, and management roles.