



ADMINISTRATION AND SECRETARIAL

Certified Administration Manager

Course code: AS-004

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Administrative professionals play a critical role in ensuring organizational efficiency and smooth business operations. This course equips participants with the practical skills and professional tools required to enhance office performance, strengthen communication abilities, improve personal effectiveness, and develop the confidence needed to excel in administrative and management roles.

Why Attend

This course follows an interactive and practical approach using presentations, case studies, role-playing activities, group discussions, individual exercises, real workplace scenarios, self-assessment tools, and hands-on applications to maximize learning and workplace implementation.

Who Should Attend

Administrative managers and supervisors
Executive and personal assistants
Office managers
Secretaries and coordinators
Administrative professionals seeking career development
Employees transitioning into administrative

— Learning Objectives

- Improve administrative and office management effectiveness
- Enhance time and priority management capabilities
- Develop stronger self-management and emotional intelligence skills
- Communicate professionally and manage workplace relationships
- Apply critical thinking and problem-solving techniques
- Strengthen planning and organizational abilities
- Build a professional image and personal career development strategy
- Deliver ideas and presentations confidently

— Course Outline

DAY
1

Productivity and Office Effectiveness

- Understanding the characteristics of high-performing administrative functions
- Enhancing productivity through effective work practices
- Techniques for organizing daily responsibilities and priorities
- Applying practical strategies for maximizing efficiency
- Utilizing digital tools and technology for task and workflow management

DAY
2

Personal Effectiveness and Self-Leadership

- Identifying barriers that limit personal and professional growth
- Building productive habits and positive thinking patterns
- Developing emotional awareness and self-regulation skills
- Strengthening confidence and professional presence
- Maintaining focus and resilience during pressure and workplace challenges

DAY
3

Professional Communication and Relationship Building

- Recognizing different communication approaches and preferences
- Communicating with clarity and confidence in workplace situations
- Managing disagreements and resolving issues constructively
- Improving active listening and understanding skills
- Adapting communication styles to different personalities and behaviors

DAY
4

Thinking, Planning, and Problem-Solving Skills

- Applying visual thinking and idea organization techniques
- Improving project planning and task scheduling methods
- Using creative approaches for solving workplace challenges
- Developing analytical and practical decision-making skills
- Enhancing cognitive flexibility and innovative thinking

DAY
5

Professional Development and Career Growth

- Building a strong professional identity and workplace image
- Managing digital communication and professional networking effectively
- Understanding non-verbal communication and personal impact
- Delivering presentations with confidence and influence

- Designing effective presentation materials and impactful visual content

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Munich - Germany	€2,125
12 - 16 October 2026	Madrid - Spain	€2,125
9 - 13 November 2026	Geneva - Switzerland	€2,625
16 - 20 November 2026	Istanbul - Türkiye	€1,425
7 - 11 December 2026	Kuala Lumpur - Malaysia	€1,400
14 - 18 December 2026	Amsterdam - Netherlands	€2,125
21 - 25 December 2026	London - United Kingdom	€2,100
4 - 8 January 2027	Kuala Lumpur - Malaysia	€1,400

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.