



ADMINISTRATION AND SECRETARIAL

CMI Recognized Certified Administration and Office Management Professional

Professional training programme



SPARK TRAINING

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

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— Workshop Overview

What differentiates exceptional administrators from the rest of the crowd? What does it take to be a star administrator? This course gives essential and in-depth practical techniques that will enable you to excel at your workplace. In this course, you will learn multi-disciplinary best practices such as how to be a better business writer and a master communicator. This course also focuses on the importance of providing exceptional internal and external customer service and the impact of doing this. Moreover, you will thoroughly have the chance to discuss the effects of stress at the workplace and ways to turn stress to an advantage. You will also learn how mastering your effective usage of time will inevitably enhance your productivity and lower your stress level. Another topic you will delve into is organizing and running an effective and professional meeting.

Why Attend

This course uses interactive group and individual exercises, role plays and discussions. Inter-group discussions to share working experiences are also an important ingredient in the process. Skills are introduced and revisited at regular intervals throughout the course to facilitate reinforcement and to help participants remember them. The

Who Should Attend

Administrators, assistants, executive secretaries, existing or prospective office managers, senior administrators and supervisors of junior level employees.

— Learning Objectives

- Define and understand the role of the office manager and administrator
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner
- Develop a service attitude and mindset aimed at the internal and external customer
- List the main causes of stress and apply the techniques needed to control them
- Apply time management techniques required for better office productivity
- Organize meetings effectively
- Using AI tools properly and professionally

— Course Outline

DAY
1

The role of the office manager and administrator

- Perception versus reality
- The 3Ds of successful administrators: dramatically and demonstrably different
- Competencies required for success
- What it takes to be a 'star' at work
- Identifying your role

DAY
2

Effective verbal and written communication skills

- Improving credibility and gaining recognition
- Importance of having positive attitude
- Being assertive
- Selling your ideas to the boss, colleagues, subordinates and clients
- Preparing a professional presentation
- What constitutes professional business writing
- Style and layout
- Obtaining your objective with the reader
- Expectations of readers

DAY
3

Serving the internal and external customer

- Understanding the needs of internal and external customers
- Removing services barriers
- Providing excellent service
- Breaking down the silo mentality
- Handling complaints

DAY
4

Stress management techniques

- Causes and symptoms
- Identifying your stressors
- How stress affects performance
- Formulating a comprehensive stress management plan

DAY

5

Managing time

- Identifying and eliminating time wasters
- Setting goals and priorities
- Using measures to control and improve your effectiveness
- Planning and managing time for self and others
- Preparing time logs and learning from them
- Day 6: Organizing meetings
- Elements of an effective meeting
- Preparing the agenda
- Meeting common time wasters
- Taking minutes of meetings
- Responsibilities of meeting leaders and participants
- Day 7: Using Communication and AI Tools Effectively
- Overview of major communication platforms
- MS Teams and Zoom for effective meeting management
- Calendars to make better use of time
- Business etiquette for online meetings

— Upcoming Classroom Dates

DATE	LOCATION	FEE
12 - 16 October 2026	Kuala Lumpur - Malaysia	€1,400
9 - 13 November 2026	Barcelona - Spain	€1,925
14 - 18 December 2026	London - United Kingdom	€2,100
18 - 22 January 2027	Frankfurt - Germany	€1,625
15 - 19 February 2027	Barcelona - Spain	€1,925
15 - 19 March 2027	Frankfurt - Germany	€1,625
19 - 23 April 2027	Rome - Italy	€2,125
17 - 21 May 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.