



ADMINISTRATION AND SECRETARIAL

The Efficient and Highly Productive Administrator

Professional training programme



SPARK TRAINING

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

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— Workshop Overview

Organizations are experiencing rapid changes, creating several challenges for modern administrators. Most notably is the need for administrators to absorb more workload and improve output quality. This course will equip you with precise strategies which will lift your productivity and efficiency to new levels. It will also develop your behavioral competencies, which will help you gain the needed relations. Finally, this course will provide you with highly required technical competencies skills.

Why Attend

This course uses a combination of interactive activities, group, and individual exercises, role plays, and discussions. It also uses tools to assess personal talents and areas of improvement and will help participants devise improvement plans accordingly. Participants will develop strategies to overcome real-life scenarios and be

Who Should Attend

Administrators, office managers, personal assistants, and any general staff member wishing to improve their skills and challenge themselves to excel in their mission at the office.

— Learning Objectives

- List the administrators' challenges in the 21st century and ways for proactively overcoming them
- Combine the efficiency and effectiveness concepts for higher productivity
- Develop technical competencies to enable professional advancement
- Apply the soft skills required to stand out from the crowd
- Use professional business writing techniques in internal and external communication

Course Outline

DAY
1

Administrators' Challenges of the 21st century

- Being a talent
- The changes in the psychological contract
- Seeing through obstacles
- Adaptability and change
- Gaining credibility
- Taking the initiative
- Embracing a positive attitude
- Customer relations

DAY
2

The Productivity Equation

- Productivity definition
- Effectiveness versus efficiency
- Signs of inefficiencies at your office
- Simplification of work processes
- Best practices to be more productive

DAY
3

Administrators' Soft Skills

- Self-leadership
- Personal SWOT analysis
- Reactive versus proactive
- Effective communication:
- Types of communication
- Communication barriers
- Listening skills
- Time management:
- Time wasters
- Setting priorities
- Solving office problems (and turning them into opportunities)
- Types of problems
- Problem-solving techniques
- Working as a team

DAY

4

Technical Competencies of the Modern Administrator

- Criteria for an effective administrator
- The meaning of competency
- Core competencies versus technical competencies
- An administrator's technical competencies:
- Task planning
- Organizing work and meetings
- Information management
- Utilization of office technologies

DAY

5

Efficient Business Writing Skills

- Definition of business writing
- Setting emails, letters, and memos in context
- Applying modern writing techniques
- Responding to different email/memo scenarios
- Promoting clarity in writing and avoiding any miscommunication

— Upcoming Classroom Dates

DATE	LOCATION	FEE
12 - 16 October 2026	Vienna - Austria	€2,125
9 - 13 November 2026	Barcelona - Spain	€1,925
14 - 18 December 2026	Rome - Italy	€2,125
18 - 22 January 2027	Amsterdam - Netherlands	€2,125
15 - 19 February 2027	Istanbul - Türkiye	€1,425
15 - 19 March 2027	London - United Kingdom	€2,100
19 - 23 April 2027	Istanbul - Türkiye	€1,425
17 - 21 May 2027	Vienna - Austria	€2,125

— 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.