



## الدورة التدريبية الشاملة في السكرتارية التففيذية الحديثة لإدارة المكاتب العليا



**AGILE LEADERS**  
Training Center

26 - 30 Jan 2027  
ميلان

## الدورة التدريبية الشاملة في السكرتارية التنفيذية الحديثة لإدارة المكاتب العليا

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### The Complete Office Management Training Course Overview:

'The Complete Office Management Training Course' is a comprehensive office management training that empowers professionals to master critical skills like effective communication, time management, and efficient meeting conduct. This course not only provides robust office management certification but also focuses on enhancing interpersonal skills. By addressing practical aspects such as drafting meeting minutes and project planning, it ensures participants are well-equipped to handle day-to-day administrative responsibilities. Offering a blend of online and offline modules, this course allows participants to pace their learning and focus on areas of improvement.

### Target Audience:

- Office Managers
- Administrative Assistants
- Project Coordinators
- Executives looking to sharpen their office management skills

### Targeted Organizational Departments:

- Administrative Department
- Project Management Office
- Human Resources
- Operations

## Targeted Industries:

- Corporate Services
- Information Technology
- Healthcare
- Education and Training

## Course Offerings:

- Comprehensive office management training covering diverse aspects of administration.
- Detailed instruction on creating minutes of meetings.
- Training to enhance communication and leadership skills.
- Guidance on time management best practices.
- Opportunities to improve interpersonal skills in a business context.

## Training Methodology:

To ensure an engaging, effective learning experience in 'The Complete Office Management Training Course,' we will be employing a diverse range of training methodologies. These methodologies have been chosen with an eye toward the specific skills and topics covered in the course, from communication skills training to administration skills.

Firstly, practical workshops and interactive sessions will play a large role. These will provide hands-on experience with tasks such as writing minutes of meetings, managing data, and improving time management. Participants will work both individually and in teams, fostering excellent communication and interpersonal skills as they collaborate on projects and presentations.

Case studies will provide another significant learning method. These real-world examples will provide context for the skills taught in the course, particularly in areas such as project planning, office protocols, and etiquette. Group discussions following each case study will encourage participants to engage with the material and apply what they've learned.

Regular feedback sessions will ensure that participants understand and can apply the skills being taught. These will give participants a chance to ask questions, discuss challenges, and receive constructive, targeted advice.

Finally, we will employ digital learning tools to provide a comprehensive and flexible learning experience. Participants will have access to office management online courses, providing further opportunities for learning and reinforcement outside of the regular training sessions.

## Course Toolbox:

A detailed manual covering all the topics discussed in the training. **Training Manual:** .1  
Access to the office management online courses for further reading and **Online Learning Platform:** .2  
reinforcement of classroom learning.  
Access to recommended time management, data management, and project planning software **Digital Tools:** .3  
and applications.  
Templates for effective note-taking during meetings. **Minutes of Meeting Template:** .4  
Guides and templates to help in creating effective project plans. **Project Planning Templates:** .5  
Templates and guidelines for professional emails and presentations. **Email and Presentation Templates:** .6  
Real-world examples and scenarios for discussion and problem-solving activities. **Case Studies:** .7  
Forms for providing and receiving feedback on the practical exercises conducted during **Feedback Forms:** .8  
the training.

## Course Agenda:

### Day 1: Communication Skills

- Understanding the nuances of non-verbal **Topic 1: Enhancing Face-to-Face Communication Skills:** •  
communication, voice modulation, and body language. Addressing the importance of active listening and  
effective speaking.
- Guidance on etiquette and best practices for **Topic 2: Teleconferencing and Online Communication Skills:** •  
effective digital communication, including video conferencing, emails, and instant messaging.
- Mastering the art of creating and delivering compelling presentations, focusing **Topic 3: Presentation Skills:** •  
on design, content structure, delivery, and audience engagement.

### Day 2: Office Administration

- Learning how to plan, conduct, and follow up on effective meetings, with **Topic 4: Efficient Meeting Conduct:** •  
a focus on participant engagement, time management, and meeting objectives.
- Detailed instruction on taking accurate minutes of meetings, with emphasis on **Topic 5: Minute Writing:** •  
identifying key points, summarizing discussions, and formatting minutes.
- Understanding the fundamentals of project planning, including setting **Topic 6: Project Planning Skills:** •  
objectives, identifying resources, developing timelines, and monitoring progress.
- Acquiring skills on data organization, security, backup and retrieval, and **Topic 7: Data Management:** •  
learning about essential data management tools.

## Day 3: Time Management

Learning how to prioritize tasks, eliminate time-wasters, and balance workload to improve productivity. **Topic 8: Time Management Strategies:** •

Training on the use of digital tools and software for effective time management, such as calendars, project management apps, and time tracking tools. **Topic 9: Utilization of Time Management Tools:** •

## Day 4: Interpersonal and Planning Skills

Fostering relationships and improving collaboration in the workplace through empathy, active listening, and effective feedback. **Topic 10: Developing Strong Interpersonal Skills:** •

Understanding and adhering to office etiquette, including respect for diversity, professionalism, and workplace ethics. **Topic 11: Office Protocols and Etiquette:** •

## Day 5: Essential Soft Skills & Work-Life Balance

Discover causes of stress and develop strategies for managing it. Learn to communicate effectively under pressure. **Topic 13: Stress Management:** •

Understand the seven habits that can improve your effectiveness and efficiency at work. Discover the role of interpersonal skills. **Topic 14: 7 Habits of Highly Effective People:** •

Discuss the importance of work-life balance and learn practical strategies for achieving it. Understand the role of time management in maintaining balance. **Topic 15: Work-Life Balance:** •

Reflect on the day's insights and review the key takeaways. Discuss how today's learnings can contribute to your effectiveness as an office manager. **Reflection & Review:** •

## How This Course is Different from Other 'Office Management Training' Courses:

'The Complete Office Management Training Course' offers a comprehensive, practical, and engaging approach to office management training. Unlike many other office management courses, it combines a broad range of topics into one course, offering a holistic training experience.

This course addresses not just technical skills such as time management training and writing minutes of meetings, but also soft skills like communication skills training and interpersonal skills in business. This rounded approach ensures that participants will leave the course ready to manage all aspects of office administration, from the day-to-day tasks to the interpersonal relationships that make a workplace thrive.

Another unique feature of our course is the combination of classroom teaching with office management online courses. This blended learning approach allows participants to reinforce and extend their learning outside of the classroom, providing a flexible, comprehensive learning experience. Furthermore, we prioritize hands-on, practical learning, ensuring that participants can immediately apply the skills they've learned.



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## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات الذهن السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والذهن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال

## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع الرشيق

## مدن التدريب



أوسلندا - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



اسطنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



باكو - أذربيجان



باريس - فرنسا

## مدن التدريب



بورنو - البرتغال



برلين - ألمانيا



برشلونة - إسبانيا



براغ - جمهورية التشيك



جاكرتا - جمهورية إندونيسيا



تورنتو - كندا



تيليسي - جورجيا



بوكيت - تايلاند



روما - إيطاليا



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



سيول - كوريا الجنوبية



سنغافورة - سنغافورة



سان دييغو - الولايات المتحدة الأمريكية



زنجان - تنزانيا

## مدن التدريب



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر



فرانكفورت - ألمانيا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



طوكيو - اليابان



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



فيينا - النمسا



مدريد - إسبانيا



ماربيا - إسبانيا



لندن - المملكة المتحدة



لشبونة - البرتغال

## مدن التدريب



ميونخ - ألمانيا



ميلان - إيطاليا



مونتره - سويسرا



مسقط - سلطنة عمان



نيويورك - الولايات المتحدة  
الأمريكية



نيس - فرنسا



نairobi - كينيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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