



Institute for Capacity Development (ICD)

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Effective Office Management and Administration Skills

Course Objectives

On completion of the course, participants should be able to:

- Prepare for and provide effective support in meetings, conferences, congresses, symposiums and seminars
- Conduct secretarial/administration work effectively
- Apply basic mind-mapping tools to translate ideas to effective written documents
- Develop an appropriate philosophy regarding the important role communication plays in administrative office management;
- Improve in dealing effectively with visitors, customers and colleagues
- Manage time better and work to meet deadlines
- Present ideas with impact and clarity
- Successfully negotiate and influence others

Target Groups

- Administrators
- Managers
- Supervisors
- Office staff
- Front Desk Officers
- Heads of departments
- Information and Publicity Officers

Course Outline

- Management Skills and Principles
- The Secretary's Role in Organisations
- Planning, Organizing, and Controlling
- Office Organizing Processes and Principles
- Planning and Decision Making Techniques
- Office Environment
- Setting Goals

- Motivation Tools
- Time Management
- Creating a Positive Work Climate
- Communication Skills Development
- Effective Communication and Interpersonal Skills
- Administrative Office Management Function
- Organization Versus Decentralization
- Information Organization
- Office Layout
- Front Desk and Receptionist Skills
- File Management
- Scheduling of Meetings
- Event Planning and Management
- Record Management
- Filing System and Filing Equipment
- Minute Taking and Report Writing
- Strategic Relationship Management
- Assertiveness Skills
- Conservation of Energy in the Offices
- Customer Care and Public Relations
- Office Security
- Workplace Health and Safety
- Conflict Management
- Petty Cash Management
- Action Planning

Dates: 04th – 15th May 2026

Duration: 2 weeks

Course Costs: US\$3150/delegate

Venue: Pretoria, RSA