

Administrative Office Procedures and Management Course Details

Department: Administration, Secretarial and Customer Service

Presented by Magna Skills Development Institute

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CORPORATE TRAINING
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Course Summary

The Administrative Office Procedures and Management course offered by Magna Skills provides participants with comprehensive training in office management practices and procedures. This course covers essential administrative functions, including time management, organization, communication skills, record keeping, and office technology utilization. Participants will learn how to efficiently manage administrative tasks, coordinate office operations, and support organizational goals.

Course Objectives

1. **Time and Task Management:** Develop strategies for prioritizing tasks, managing time effectively, and maximizing productivity in the workplace.
2. **Organizational Skills:** Learn techniques for organizing physical and digital workspaces, managing files and documents, and maintaining confidentiality and security.
3. **Communication Skills:** Enhance verbal and written communication skills, including phone etiquette, email etiquette, professional correspondence, and interpersonal communication.
4. **Record Keeping and Documentation:** Understand the importance of accurate record keeping and documentation in the office, including filing systems, data entry, and information management.
5. **Office Technology Proficiency:** Familiarize yourself with common office technologies and software applications, including word processing, spreadsheet management, presentation software, and database management.

Course Outline

Module 1: Introduction to Office Administration

- Overview of office management functions and responsibilities
- Importance of effective office procedures in organizational success

Module 2: Time and Task Management

- Techniques for prioritizing tasks and managing time effectively
- Strategies for overcoming procrastination and staying organized

Module 3: Organizational Skills

- Organizing physical and digital workspaces for efficiency and productivity
- Managing files, documents, and supplies in the office environment

Module 4: Communication Skills

- Developing effective verbal and written communication skills
- Phone etiquette, email etiquette, and professional correspondence

Module 5: Record Keeping and Documentation

- Establishing and maintaining efficient filing systems
- Data entry, information management, and confidentiality protocols

Module 6: Office Technology Proficiency

- Introduction to common office software applications
- Word processing, spreadsheet management, presentation software, and database management

Module 7: Office Equipment and Resource Management

- Understanding office equipment and resources
- Maintenance, procurement, and budgeting for office supplies and equipment

Module 8: Meeting and Event Coordination

- Planning and organizing meetings, conferences, and events
- Scheduling, logistics, and coordination of resources

Module 9: Customer Service and Reception Management

- Providing excellent customer service in the office environment
- Managing reception duties, greeting visitors, and handling inquiries

Module 10: Office Policies and Procedures

- Understanding office policies, procedures, and protocols
- Compliance with legal and regulatory requirements in office administration

The Administrative Office Procedures and Management course equips participants with the knowledge and skills necessary to effectively manage office operations and support organizational success. Through a blend of theoretical learning, practical exercises, and real-world case studies, participants will gain proficiency in time management, organization, communication, record keeping, and office technology utilization, enabling them to excel in administrative roles and contribute to the efficiency

and productivity of their organizations.



Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions

- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.