GLOBAL HORIZON PLUS
TRAINING CENTER

Support Services: Administration Services

Baku -

27-07-2026

Support Services: Administration Services

Course code: SC289 From: 27-07-2026 Venue: Baku - Course Fees: 4750 £

Introduction

Efficient administrative services are the backbone of any organization. They ensure that operations run smoothly, resources are utilized effectively, and internal processes are optimized for productivity. Administrative support services encompass a wide range of activities, including communication management, record keeping, resource allocation, scheduling, and logistical coordination.

This training program is designed to empower administrative professionals with advanced skills, tools, and strategies needed to excel in their roles. By focusing on operational efficiency, resource management, and modern technological applications, participants will gain the ability to enhance service quality, streamline processes, and align their contributions with organizational goals. Whether working in a corporate office, a government agency, or a nonprofit, effective administration services drive organizational success and create a foundation for sustainable growth.

Objectives

By the end of this program, participants will:

- Understand the critical role of administrative support services in organizational success.
- Develop advanced skills in communication, scheduling, and resource management.
- Apply modern technologies and software to streamline administrative tasks.
- Master best practices for record keeping, filing systems, and data management.
- Enhance problem-solving and decision-making skills in administrative contexts.
- Improve time management and multitasking abilities.
- Build effective relationships with internal and external stakeholders to improve service delivery.

Organizational Impact

- Enhanced administrative efficiency leads to cost savings and better resource utilization.
- Improved communication channels within the organization.
- Streamlined processes and reduced operational bottlenecks.
- Strengthened support systems for executives, teams, and departments.
- Better compliance with regulatory and organizational policies.

- Enhanced reputation of the organization due to superior administrative services.

Personal Impact

- Improved confidence and professional growth in administrative roles.
- Enhanced skills in technology, communication, and organization.
- Greater ability to prioritize tasks and manage time effectively.
- Stronger decision-making and problem-solving capabilities.
- Recognition as a key contributor to organizational success.
- Expanded career opportunities in administrative and support services.

Target Audience

- Administrative assistants and coordinators.
- Office managers and team leaders.
- Executive assistants and secretaries.
- HR and administrative professionals.
- Individuals aspiring to build a career in administrative services.

Course Outline

Day 1: Foundations of Effective Administration

- Introduction to administrative support services: Scope and importance.
- Key responsibilities of administrative professionals.
- Understanding organizational structure and culture.
- Tools and technologies for efficient administration.

Day 2: Communication and Coordination Skills

- Mastering professional communication: Emails, memos, and reports.
- Building strong relationships with stakeholders.
- Effective scheduling and calendar management.

- Conflict resolution and handling challenging situations.

Day 3: Advanced Administrative Tools and Techniques

- Utilizing technology for task automation and efficiency (e.g., MS Office, task management software).
- Best practices in document management and record keeping.
- Introduction to data analysis and reporting for administrative tasks.
- Managing logistics and resources for events and meetings.

Day 4: Problem-Solving and Decision-Making in Administration

- Identifying and resolving administrative challenges.
- Strategies for prioritizing tasks and managing workloads.
- Enhancing multitasking skills without compromising quality.
- Practical exercises: Case studies on administrative problem-solving.

Day 5: Excellence in Administrative Services

- Developing a personal improvement plan for administrative growth.
- Measuring and reporting administrative performance metrics.
- Fostering a proactive mindset and embracing change.
- Group activity: Developing a streamlined administrative process.
- Final review and feedback session.