



Business Administration Skills Course

Course Brochure

Course Overview

Develop essential business admin skills that will strengthen organisation, boost efficiency and increase productivity.

Great business administrators are the backbone of every successful organisation—keeping things running smoothly, anticipating needs, and making their managers' lives easier. Whether you're new to admin or want to sharpen your skills, mastering diary management, professional communication, meeting coordination, and document control separates exceptional admins from the rest.

What You'll Learn

1 Diary Management Excellence

- ▶ Managing complex diaries
- ▶ Scheduling and prioritising
- ▶ Handling diary conflicts
- ▶ Travel and appointment planning

2 Professional Communication

- ▶ Business writing skills
- ▶ Professional email etiquette
- ▶ Telephone skills
- ▶ Stakeholder communication

3 Meeting Coordination

- ▶ Planning effective meetings
- ▶ Preparing agendas
- ▶ Booking rooms and resources
- ▶ Post-meeting follow-up

4 Document Control

- ▶ Filing systems
- ▶ Version control
- ▶ Document formatting
- ▶ Confidentiality and data protection

5 Organisation & Prioritisation

- ▶ Time management techniques
- ▶ Task prioritisation
- ▶ Managing competing demands
- ▶ Workflow optimisation

6 Professional Excellence

- ▶ Building relationships
- ▶ Problem-solving skills
- ▶ Professionalism and discretion
- ▶ Your development plan

Who Should Attend

This course is designed for anyone who wants to communicate more effectively, confidently, and persuasively in professional settings

- ▶ Starting an admin career and needing to develop professional office skills and workplace confidence quickly
- ▶ Managing office operations, coordinating meetings, and wanting to improve organisation and efficiency
- ▶ First point of contact for visitors and callers, wanting to develop broader administrative capabilities
- ▶ Supporting multiple team members and needing to juggle priorities, manage diaries, and stay organised
- ▶ Re-entering the workforce or transitioning to an administrative role and wanting to update skills
- ▶ Moving into office administration from another field and needing to build professional business skills

What's Included

- ✓ Course Materials: Comprehensive workbook, templates, and reference guides to take away
- ✓ Lunch & Refreshments: Full lunch with dietary requirements catered for, plus tea, coffee, and snacks
- ✓ Certificate of Attendance: Personalised certificate to mark your completion of the course
- ✓ 3-Month Support: Post-course email support to answer questions as you apply your learning
- ✓ Action Plan: Personalised development roadmap tailored to your specific goals
- ✓ Premium City-Centre Venues: Easy-to-reach venues with excellent transport links and facilities
- ✓ Small Groups: Maximum 12 delegates ensuring personalised attention
- ✓ Expert Trainers: Experienced professionals with real-world expertise and engaging delivery styles

Ready to book, or want to know more?

www.assettrainingacademy.com | info@assettrainingacademy.com