

Professional Administration Excellence

5-Day Training Program — Course Plan

Duration: 5 Days | 4 hours/day | 8:00 AM – 12:00 PM

Audience: Administrative assistants, executive assistants, office coordinators, clerical staff, personal assistants/secretaries

Day 1 — Foundations of Administrative Excellence

Topic	Related Application
Role and responsibilities of the administrative professional; professional presence and workplace ethics	— (foundational/theory session)
Filing and document management (physical and electronic)	Windows OS: creating/organizing folders, file naming conventions, search, shortcuts, recycle bin
Break	—
Using office equipment (printers, scanners, fax)	Windows: setting up printers/scanners, managing the print queue
Time management and task prioritization (urgent vs. important, daily planning)	Microsoft Outlook (Tasks + Calendar): creating task lists, prioritizing, setting reminders
Verbal and written communication, listening skills, professional etiquette + role-play	Outlook (Email): drafting professional messages
Practical exercise: organize/file sample documents + draft a professional email and memo	Windows File Explorer (file organization) + Word (memo drafting) + Outlook (sending email)

Optional addition to consider: Reception and hospitality (visitor handling, front-desk/phone etiquette) — include only if the client's staff have front-of-house responsibilities.

Day 2 — Office Software & Communication Tools

Topic	Related Application
Word processing and document formatting (styles, tables, TOC, headers/footers)	Microsoft Word
Practical exercise: draft a professional report	Word
Break	—
Working with data, tables, and basic charts	Microsoft Excel: tables, sort/filter, basic charts
Email etiquette and scheduling meetings	Outlook: mail rules, meeting invites, calendar sharing
Digital collaboration tools	Microsoft Teams: chat, file sharing, virtual meetings
Problem-solving and decision-making + group exercise on real office scenarios	Word/Excel for documenting proposed solutions and action plans

Day 3 — Customer Service & Professional Interaction

Topic	Related Application
Customer service principles (internal vs. external customer, key behaviors, managing expectations)	Outlook: Quick Parts for common response templates
Handling difficult interactions and complaints + role-play	Excel: simple complaint-tracking log
Break	—
Preparing and delivering effective presentations (clarity, engagement, visuals)	Microsoft PowerPoint: design, transitions, charts, speaker notes
Group activity: mini-presentation exercise	PowerPoint
Practical exercise: simulated customer call handling + short presentation to peers	Excel (call log) + PowerPoint (presentation)

Day 4 — Office Management & Applying Professional Skills

Topic	Related Application
Office management fundamentals (basic project, inventory, and budget management)	Excel: inventory tracker, basic formulas (SUM, IF), budget calculation
Creating and implementing office policies and procedures	Word: policy/procedure templates
Break	—
Meeting and agenda management; drafting agendas and minutes; coordinating follow-ups	Word (agenda/minutes template) + Outlook (meeting invite, follow-up tasks)
Using Microsoft Office applications together in daily work (reports, presentations, data analysis)	Word + Excel + PowerPoint: embedding an Excel table in a Word report; pulling data into a PowerPoint presentation
Practical exercise: draft a complete meeting agenda and action plan	Word (agenda) + Excel (action plan tracker)

Day 5 — Real-World Application & Continuous Improvement

Topic	Related Application
Integrated administrative scenario combining skills from Days 1–4	Windows (file org) + Word + Excel + Outlook + PowerPoint combined
Exercises simulating daily administrative tasks	Comprehensive hands-on application
Break	—
Peer review and feedback session	PowerPoint/Word for presenting and documenting feedback
Career development and continuous improvement; skills checklist; strategies for ongoing learning	Excel: self-assessment checklist (reusable/updatable)
Apply office procedures to a comprehensive simulation scenario + course wrap-up and certificates	Full final application

Skill-to-Application Quick Reference

Administrative Skill	Application
File organization and storage	Windows OS (File Explorer)
Memos, reports, policies	Word
Data, tables, budgets, inventory	Excel
Presentations	PowerPoint
Email, calendar, tasks, meetings	Outlook
Team collaboration and virtual meetings	Teams