



INTERPERSONAL SKILLS

IN5 Effective Office Management and Administrative Skills

This comprehensive and interactive course is designed to equip Office Managers, Executive Secretaries, and Personal Assistants to Directors and Executives with the essential skills and competencies needed to excel in their roles. Participants will gain practical tools and approaches to enhance their performance, improve their managerial and administrative capabilities, and effectively tackle workplace challenges. The course focuses on developing interpersonal skills, fostering a productive work environment, mastering communication, managing office operations efficiently, and refining recruitment and onboarding processes. Delegates will leave the course with modern strategies and practical insights they can implement immediately in their professional environments.

Course Information

Duration: 5 days

London (£4950): 9th February 2026, 4th May 2026, 29th June 2026, 17th August 2026, 12th October 2026, 30th November 2026, 15th March 2027

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This highly practical course is ideal for Office Managers, Executive Secretaries, and Personal Assistants to Directors and Executives. It is also suitable for individuals with expertise in specialised domains and office

managers responsible for teams with specialised administrative functions. Attendees will benefit from interactive sessions, practical exercises, and real-world case studies, ensuring they gain actionable insights and tools to apply in their daily roles.

Course profile

Developing the DNA of an Office Manager

- Enhancing management and leadership behaviours
- Creating an inclusive and effective working environment
- Improving personal effectiveness through time management
- Empowering team members through effective delegation
- Encouraging a culture of accountability

Building a Successful Team

- Managing team development stages
- Setting and achieving SMART goals
- Defining roles and behaviours of a successful team
- Solving problems and making decisions as a team
- Fostering collaboration and teamwork

Overcoming Communication Challenges

- Developing advanced communication skills
- Managing conflict assertively within the team
- Influencing and persuading to foster healthy work habits
- Navigating internal politics with a positive mindset
- Building effective listening and feedback skills

Managing an Efficient Office

- Defining roles and responsibilities clearly
- Creating process maps and Standard Operating Procedures (SOPs) for key tasks
- Leading by example to inspire team members
- Embracing technology to enhance productivity
- Planning and conducting productive meetings

Refining Recruitment and Onboarding Processes

- Developing a competency/skills matrix to identify learning gaps
- Collaborating with HR to identify recruitment needs
- Mastering interviewing techniques and the selection process
- Creating positive employee experiences with onboarding roadmaps
- Evaluating and refining the onboarding process continuously

Competencies

At the end of this course, delegates will be able to:

- Demonstrate enhanced leadership and management behaviours.
- Foster an inclusive and effective working environment.
- Improve personal effectiveness through advanced time management.
- Empower team members and encourage accountability.
- Develop and manage high-performing teams.
- Communicate effectively and manage conflicts assertively.
- Lead office operations efficiently using process maps and SOPs.
- Refine recruitment and onboarding processes to enhance employee experience.

Course Booking

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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