LEADERSHIP & STRATEGY

LE17 Developing Effective Office Managers and Successful Teams

This course equips professionals with advanced office management and team leadership skills. Participants will explore essential techniques and modern strategies to excel in administrative roles and build high-performing teams. Through interactive sessions, practical exercises, and real-world case studies, delegates will enhance their managerial behaviours, develop effective communication skills, and manage both office-based and virtual teams efficiently. The course aims to provide practical tools and approaches to improve performance, foster a productive work environment, and address workplace challenges effectively, preparing attendees to implement new insights and strategies within their professional environments.

Course Information

Duration: 10 days

London (£9900): 4th May 2026, 29th June 2026, 17th August 2026, 12th October 2026, 30th November 2026, 6th September 2027, 13th December 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, Personal Assistants to Directors and Executives, mid-level managers, supervisors, and team leaders. It is particularly beneficial for individuals seeking to refine their leadership capabilities, enhance their administrative skills, and guide their

teams towards achieving strategic objectives. 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

Establishing Team Leadership Foundations

- Assessing and adapting leadership styles
- Enhancing emotional intelligence for leadership
- Crafting a compelling team vision and mission
- Setting clear and measurable team objectives
- Analysing roles and behaviours within successful teams

Cultivating High Performance

- Defining key performance indicators for team success
- Fostering a shared purpose aligned with organisational goals
- Implementing effective goal-setting techniques
- Promoting a culture of accountability and responsibility
- Encouraging adaptive learning within teams

Leading Virtual and Diverse Teams

- Differentiating between virtual and traditional team dynamics
- Addressing the unique challenges of virtual team leadership
- Selecting and developing individuals for successful virtual collaboration
- Utilising technology to bridge communication gaps
- Building engagement and connection in a virtual setting

Enhancing Team Communication and Cohesion

- Developing strategic communication plans
- Managing conflicts through assertive communication
- Leveraging influence and persuasion in leadership
- Navigating internal politics positively
- Promoting healthy work habits through effective communication

Sustaining Team Success and Recognition

- Analysing team dysfunctions and strategies for mitigation
- Building on individual strengths to enhance team performance
- Identifying and addressing the root causes of underperformance
- Establishing systems for recognising and rewarding achievements
- Planning for long-term team sustainability and success

Competencies

At the end of the 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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