Training Course on Office Operations for Support Staff

Professional Development Training Course Outline

Category	General Training	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced and digitally driven corporate world, Office Operations for Support Staff has evolved into a crucial discipline for ensuring smooth organizational functionality. Training Course on Office Operations for Support Staff is designed to enhance the administrative, organizational, communication, and digital skills of support staff professionals. With a focus on real-world applications, modern office technologies, and time-saving strategies, participants will be equipped with essential tools to manage workflows efficiently and support their teams effectively.

Whether you are an administrative assistant, receptionist, executive support professional, or office clerk, this course offers a practical roadmap to excel in your role. By exploring best practices in office management, communication protocols, document handling, scheduling, and client interaction, learners will gain both confidence and competence. The course aligns with current workplace trends such as hybrid work models, digital transformation, and data security, making it highly relevant and industry-ready.

Programme Curriculum

Training Course on Office Operations for Support Staff

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Course Objectives

1. Master professional communication and email etiquette in hybrid workplaces.
2. Develop advanced time management and task prioritization strategies.
3. Learn effective document management and record-keeping systems.
4. Enhance digital literacy through modern office software training.
5. Understand key customer service protocols for internal and external clients.
6. Apply best practices in calendar and meeting management.
7. Improve data entry accuracy and confidential information handling.
8. Gain proficiency in virtual collaboration tools (e.g., Zoom, Teams, Slack).
9. Implement problem-solving and critical thinking techniques in operations.
10. Develop strong interpersonal skills for better team dynamics.
11. Practice inventory control and supply chain coordination.
12. Foster a professional work environment through workplace ethics.
13. Understand and support diversity and inclusion in office culture.

Target Audience

1. Administrative Assistants
2. Executive Assistants
3. Office Clerks
4. Receptionists
5. Secretarial Staff
6. Front Desk Officers
7. HR and Office Coordinators
8. New Office Support Hires

Course Duration

5 days

Course Modules

Module 1: Introduction to Office Operations

- Understand the role of support staff in modern offices
- Overview of typical administrative workflows

- Key responsibilities and expectations
- Relationship building with stakeholders
- Introduction to workplace tools and software

Module 2: Communication & Interpersonal Skills

- Verbal and written communication techniques
- Professional email and phone etiquette
- Active listening and clarity in messaging
- Managing interpersonal conflicts diplomatically
- Building trust within a team

Module 3: Time & Task Management

- Setting priorities and managing deadlines
- Using calendars, planners, and apps effectively
- Avoiding time wasters and distractions
- Multitasking vs. single-task focus
- Daily and weekly workflow planning

Module 4: Document Management & Confidentiality

- Filing systems (digital and physical)
- Confidential records handling
- Version control and tracking edits
- Scanning, archiving, and shredding
- Compliance with data privacy laws

Module 5: Office Technology and Tools

- Mastering Microsoft Office Suite (Word, Excel, PowerPoint)
- Collaboration tools: Zoom, Teams, Slack
- Cloud storage tools like Google Drive
- Email management and filters
- Troubleshooting basic tech issues

Module 6: Customer Service Excellence

- Greeting and assisting clients professionally
- Managing complaints and difficult conversations
- Creating positive first impressions
- Handling phone inquiries and transfers
- Service recovery techniques

Module 7: Meeting & Event Coordination

- Scheduling meetings with tools like Outlook
- Setting up conference calls and Zoom sessions
- Preparing agendas and minutes

- Managing room bookings and logistics
- Hosting virtual and physical events smoothly

Module 8: Ethics, Teamwork & Diversity

- Office etiquette and professionalism
- Inclusion and sensitivity training
- Respecting cultural differences
- Building collaborative work environments
- Ethical dilemmas and how to respond

Training Methodology

- Instructor-led sessions (virtual or in-person)
- Hands-on practical activities and role plays
- Group discussions and peer learning
- Scenario-based exercises and case studies
- Assessments, quizzes, and performance feedback

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
16 Nov 2026	20 Nov 2026	Online	$1,000
16 Nov 2026	20 Nov 2026	Physical	$1,500
16 Nov 2026	20 Nov 2026	Physical	$3,000
16 Nov 2026	20 Nov 2026	Physical	$3,000
16 Nov 2026	20 Nov 2026	Physical	$6,000
16 Nov 2026	20 Nov 2026	Physical	$4,500
16 Nov 2026	20 Nov 2026	Physical	$6,000
16 Nov 2026	20 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com