# Certified Office Manager (COM): Mastering Modern Workplace

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Geneva (Switzerland)



# Certified Office Manager (COM): Mastering Modern Workplace

**Ref:** 20222311_195199_Date: 27 **Location:** Geneva (Switzerland) **Fees:** 5200 GBP

## Why This Course

In today's fast-paced workplace, office managers are expected to do far more than coordinate daily administrative tasks. They play a central role in driving efficiency, improving communication, supporting teams, managing resources, and helping organizations adapt to changing operational demands. To succeed in this role, they need strong leadership, sound planning, practical technology skills, and the ability to create well-organized and productive work environments.

This intensive 1-week Certified Office Manager course equips participants with essential skills to excel in modern office management. Covering leadership, communication, technology integration, and operational excellence, this program prepares professionals to drive efficiency and productivity in diverse workplace environments.

## What You'll Learn and Practice

By joining this program, you will:

- Develop strategic leadership skills for effective office management.
- Master advanced communication techniques for internal and external stakeholders.
- Learn to optimize office operations through technology integration and process improvement.
- Enhance team management and motivation strategies.
- Gain proficiency in financial management and budgeting for office operations.

## The Program Flow

### Day 1: Foundations of Modern Office Management

- Role and responsibilities of a Certified Office Manager.
- Organizational structures and office dynamics.
- Strategic planning and goal setting.
- Time management and productivity optimization.

### Day 2: Advanced Communication and Interpersonal Skills

- Effective verbal and written communication techniques.
- Conflict resolution and negotiation skills.
- Managing diverse teams and fostering inclusion.
- Professional networking and relationship building.



### Day 3: Technology Integration and Digital Transformation

- Overview of essential office management software.
- Data security and privacy best practices.
- Implementing and managing remote work technologies.
- Automation tools for increased efficiency.

### Day 4: Operational Excellence and Process Improvement

- Lean management principles for office environments.
- Project management fundamentals.
- Quality control and continuous improvement strategies.
- Risk assessment and mitigation techniques.

### Day 5: Financial Management and Strategic Leadership

- Budgeting and financial planning for office operations.
- Cost-saving strategies and resource allocation.
- Performance management and team development.
- Change management and organizational culture.

## Individual Impact

- Strengthen your ability to lead office operations with greater confidence and structure.
- Enhance your communication, coordination, and team management skills.
- Build stronger capability in using technology to improve office efficiency.
- Gain practical tools for planning, budgeting, and continuous operational improvement.

## Work Impact

- Improve office productivity and day-to-day operational efficiency.
- Strengthen communication and collaboration across teams and stakeholders.
- Support better process control, resource allocation, and organizational coordination.
- Enhance the organization's ability to adapt to change and maintain strong office performance.

## Training Methodology

This program integrates office management principles, practical skill-building, and workplace-focused application to ensure real-world relevance and professional impact. Learning methods include:

- Real-world case studies on office operations and administrative challenges.
- Practical exercises in planning, communication, and process improvement.
- Interactive workshops on leadership, technology integration, and operational excellence.
- Group discussions on team management, workplace efficiency, and problem-solving.
- Frameworks and tools for applying modern office management practices effectively.



## Beyond the Course

Upon completion, participants will be better equipped to manage office functions with greater confidence, efficiency, and strategic awareness. They will return ready to:

- Apply stronger office management practices in daily operations.
- Improve communication, workflow, and team coordination more effectively.
- Use technology and process improvement tools to enhance productivity.
- Contribute more actively to long-term office performance and organizational success.

