

Administrative Academy

Training Program for Administrative Professionals

OBJECTIVE

To equip administrative professionals with the core skills, tools, and mindset needed to excel in their role, manage office operations effectively, and support organizational success.

PROGRAM OVERVIEW WEEK 1 & 2

Module 1: Introduction to Administrative Professionalism

1.1 Role General Overview

- Understanding the role and responsibilities of an administrative professional
- Key qualities and traits of successful administrative professionals:
 - Time management
 - Multi-tasking and prioritization
 - Communication skills (verbal and written)
 - Organization and attention to detail

1.2 Professional Ethics and Standards

- Confidentiality, integrity, and professionalism
- Maintaining a positive work environment
- Understanding company policies, procedures, and culture

Module 2: Productivity Tools

2.1 Microsoft Office Suite

- Word: Mastering templates, advanced formatting, page layout and design
- Excel: Basic functionalities and formulas, pivot tables, data analysis, conditional formatting
- PowerPoint: Creating professional presentations with animations, transitions, and visuals
- Outlook: Managing calendars, emails, tasks, and meetings effectively
- Power BI: Understanding the basics, Data Import and Transformation, Creating Visualization, Building reports and Dashboards.

2.2 Virtual Communication Tools

- Using video conferencing tools – Microsoft Teams, Cisco WebEx
- Collaborating remotely with Microsoft Teams

2.3 Document Management Systems

- OneDrive: Introduction, uploading and managing files, Sharing and collaboration, accessing files anywhere – synching and sharing
- SharePoint: Understanding the basic, Explore SharePoint sites, Document Libraries, Pages and Web Parts, Integration with M365 (Teams and One Drive)

- Copilot: Introduction to AI and Copilot, Exploring Copilot Features and Suggestions

Module 3: Communication Skills

3.1 Verbal and Non-verbal Communication

- Active listening techniques
- Effective speaking and questioning techniques
- Handling calls professionally

3.2 Written Communication

- Email best practices
- Writing professional documents (letters, memos, reports, etc.)
- Proofreading and editing skills
- Responding promptly and effectively

3.3 Conflict Resolution

- Handling difficult situations in the workplace
- Using negotiation and mediation techniques
- Maintaining diplomacy and emotional intelligence

3.4 Decision-Making and Adaptability

- Learning to adapt to changing priorities
- Enhancing creative thinking and resourcefulness

Module 4: Time & Task Management

4.1 Time Management Basics

- Setting SMART goals
- Identifying key tasks and deadlines
- Managing your calendar and schedule effectively

4.2 Prioritizing Tasks

- The Eisenhower Matrix: Urgent vs. Important
- How to handle last-minute tasks and changes

4.3 Managing Workloads and Deadlines

- Breaking down large tasks into smaller, manageable chunks
- Using task lists, reminders, and follow-ups

Module 5: Financial Administration

5.1 Budgeting and Financial Management

- Basic accounting principles for administrative professionals
- Creating and managing budgets

5.2 Expense Management

- Processing invoices and expense reports

PROGRAM OVERVIEW WEEK 3 & 4

Module 1: Hands-on experience with Bid Management Team

This team oversees all aspects of proposal preparation, ensuring quality and compelling bids submitted in a timely manner, including:

- Overall coordination of the activities for the preparation and development of proposals in the private and public sector on the Bulgarian and International market.
- Identifying, collecting, and setting all required product and company documents for the preparation of tenders whilst taking ownership of the end-to-end bid process.

Module 2: Hands-on experience with Internal Services Team

This team is in charge of creating and administrating projects in the ERP and SharePoint, controlling deadlines and financial measures on projects and contracts, and preparing various data reports on companywide level. Also assisting Project Managers/Service Delivery Managers on various administrative activities.

Module 3: Hands-on experience with Front Office Team

This team acts as the face of the office. They assist visitors and employees, ensuring a welcoming atmosphere while maintaining organized reception areas and meeting rooms. Also focus on effective communication, addressing office issues, and engaging in administrative tasks such as document preparation and managing deliveries.

PROGRAM DELIVERY FORMAT

Instructor-Led Workshops

In-person or virtual sessions for practical skill-building and knowledge sharing.

Self-Paced Learning

Interactive e-learning modules for core topics with quizzes and assessments.

Role-Playing Exercises

Real-life scenarios and case studies to practice.

Mentorship Program

Pairing up with an experienced administrative professional for ongoing support and advice.

Assessments and Feedback

Regular quizzes, self-assessments, and peer/mentor feedback to track progress.

PROGRAM DURATION

4 weeks /divided in 2 weeks of theory + 2 weeks of practice/ of learning and applying administrative skills – 4 hours a day in the office.

CERTIFICATION

Upon successful completion of the program, participants will receive a certificate recognizing their achievement in the training program for administrative professionals.

TARGET AUDIANCE

Motivated and curious young people, who are looking for a long-term career opportunity

FEES

Free of charge training

Upon completion a Job Offer and a long term-labor contract for the best graduates!