Training Course on Communication and Planning Skills for Administrative Professionals

Professional Development Training Course Outline

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

Course Introduction

Effective communication and planning are critical skills for administrative professionals striving to excel in today's dynamic work environments. The Communication and Planning Skills for Administrative Professionals Training Course equips participants with the tools and strategies to enhance interpersonal communication, streamline workflows, and execute tasks with precision. This comprehensive program is designed to empower professionals to manage responsibilities efficiently while contributing to organizational success.

Strong communication skills are essential for administrative professionals who serve as the backbone of organizational operations. This course covers key aspects of verbal, written, and non-verbal communication, enabling participants to interact effectively with colleagues, management, and external stakeholders. By mastering these skills, attendees will improve collaboration, resolve conflicts, and build stronger professional relationships.

Programme Curriculum

Training Course on Communication and Planning Skills for Administrative Professionals

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Planning and organization are equally vital for success in administrative roles. This training delves into techniques for prioritizing tasks, managing schedules, and organizing projects to ensure seamless execution. Participants will learn how to align their planning efforts with organizational goals, making them indispensable team members who add value at every level. Through interactive sessions, case studies, and hands-on activities, this course fosters a deeper understanding of the synergy between communication and planning. By the end of the training, participants will possess the confidence and competence to manage their roles more effectively, drive productivity, and ensure smooth office operations.

Course duration

5 days

Course Objectives

1. Understand the fundamentals of effective communication in administrative roles.
2. Develop active listening and feedback skills for enhanced collaboration.
3. Master techniques for professional verbal and written communication.
4. Learn how to plan and prioritize tasks effectively.
5. Enhance organizational skills to manage schedules, projects, and events.
6. Gain strategies for managing workplace conflicts and fostering teamwork.
7. Explore time management techniques for optimal productivity.
8. Align personal planning efforts with organizational objectives.
9. Leverage technology for better communication and planning.
10. Build confidence in decision-making and problem-solving.

Organizational Benefits

1. Improved efficiency and productivity in administrative tasks.
2. Enhanced communication between departments and stakeholders.
3. Better coordination of schedules, meetings, and projects.
4. Increased ability to meet deadlines and organizational objectives.
5. Stronger collaboration and teamwork across the organization.
6. Minimized misunderstandings and conflicts in the workplace.
7. Greater adaptability to changing priorities and demands.
8. Enhanced use of technology for task management and communication.
9. Reduced operational bottlenecks through better planning.
10. Development of proactive and skilled administrative teams.

Target Participants

This course is ideal for:

- Administrative professionals and office managers
- Executive and personal assistants
- Project and team coordinators
- HR and operations personnel
- Supervisors overseeing administrative teams

- Event planners and schedulers
- Professionals transitioning into administrative roles
- Individuals seeking to enhance planning and communication skills
- Office support staff and clerks
- Entrepreneurs and small business owners managing administrative tasks

Course Outline

Module 1: Foundations of Communication Skills

- Principles of effective communication for administrative professionals
- Understanding verbal, non-verbal, and written communication styles
- Building rapport with colleagues and stakeholders
- Overcoming communication barriers in the workplace
- Case Study: Resolving communication breakdowns in a cross-departmental project

Module 2: Professional Writing and Presentation Skills

- Crafting clear and concise emails, memos, and reports
- Essentials of professional tone and etiquette in writing
- Creating impactful presentations for meetings and events
- Proofreading and editing techniques for error-free communication
- Case Study: Preparing a professional report for management review

Module 3: Planning and Time Management Essentials

- Prioritizing tasks and managing competing demands
- Tools and techniques for effective scheduling
- Avoiding procrastination and managing deadlines
- Time-blocking strategies for increased productivity
- Case Study: Planning and executing a high-priority organizational event

Module 4: Organizational and Project Management Skills

- Fundamentals of organizing office operations and workflows
- Planning and coordinating team projects effectively
- Managing resources and meeting organizational goals
- Using checklists and templates for streamlined execution
- Case Study: Successfully managing a multi-department project

Module 5: Conflict Resolution and Team Collaboration

- Identifying sources of workplace conflicts
- Techniques for mediating and resolving disputes
- Encouraging open communication and collaboration among teams
- Fostering a positive and professional work environment
- Case Study: Resolving a team conflict while maintaining productivity

Module 6: Technology and Tools for Communication and Planning

- Overview of digital tools for task and project management
- Using calendars and scheduling apps for efficient planning
- Leveraging communication platforms for remote and in-person teams
- Ensuring data security and confidentiality in digital communications

- Case Study: Implementing a new communication tool to enhance team collaboration

Training Methodology

The instructor led trainings are delivered using a blended learning approach and comprises of presentations, guided sessions of practical exercise, web-based tutorials and group work. Our facilitators are seasoned industry experts with years of experience, working as professional and trainers in these fields.

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
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 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