



EUROPEAN INTERNATIONAL UNIVERSITY

EIU-PARIS, ASIA PACIFIC REGIONAL HUB

(CORPORATE TRAINING DIVISION)
EMPOWERING TALENT. ENABLING EXCELLENCE.
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OFFICE MANAGEMENT

5-Day Corporate Training Programme

OVERVIEW

This 5-day training is designed to equip administrative professionals, office coordinators, and support staff with the knowledge, tools, and practical skills needed to manage modern offices efficiently and professionally.

Participants will gain comprehensive insight into key office management functions including communication, organisation, recordkeeping, scheduling, and workplace technology. The workshop also incorporates soft skills development to strengthen leadership, teamwork, and customer service in the workplace.



WHAT YOU WILL ACHIEVE

By the end of the program, participants will:

- Manage day-to-day office operations effectively and professionally
- Apply best practices in office communication, record management, and scheduling
- Use office software tools to improve productivity and coordination
- Organise resources, logistics, and events with minimal error
- Handle workplace issues, conflicts, and customer inquiries with confidence

WHAT YOU WILL LEARN

Day 1: Competencies and Time Management

- Assessing prior skills and knowledge
- Competencies required for excellences as an office professional
- Perceptions, attitudes and beliefs – How they affect performance
- Learning styles/ thinking styles – your strengths and weaknesses
- Time management skills

Day 2: Organizing and planning

- Goal setting including setting SMART objectives
- Planning
- Mind mapping
- Problem solving and decision making
- Managing meeting

Day 3: Communication skills

- Understanding assertive communication
- Dealing with conflict and aggression
- Listening skills
- Question skills
- Body language and its importance in building effective relationships

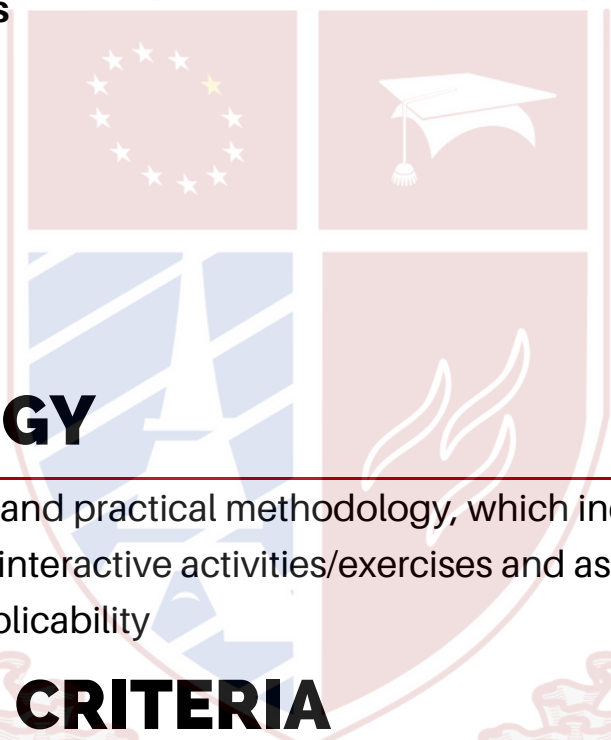
Day 4: Team working

- Conflict management and resolution
- Dealing with difficult people
- Managing upwards
- Workplace stress Management
- Working effectively as part of a team

Day 5: Presentation skills

- Telephone skills
- Writing skills
- Email etiquette
- Presentation skills
- Review of the week

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METHODOLOGY

Well-balanced theoretical and practical methodology, which includes interactive discussions, case studies, interactive activities/exercises and assignments to understand the concepts and their applicability

EVALUATION CRITERIA

Participants must have attended the sessions **at least 80%** of the sessions in order to receive a CERTIFICATE from Bangkok School of Management.

SPECIAL FEATURES YOU WON'T FIND ANYWHERE ELSE ...

Discussions are based on extensive practical experience, not just theory. Engaging interactions characterize the training sessions from start to finish, keeping everyone involved in the learning process, and applying what is learned to real-life work situations and circumstances. Collaborative work is assigned for enhance learning and mastery of knowledge and/or skills.

FEE & PAYMENT

USD2,150 / per person

Fee Includes:

- 5-Day Training (Total 25 hours)
 - Time: 9.00 AM - 3.00 PM (1-Hour Lunch Break)
- Globally Recognized Professional Certificate
- Digital Training Resources
- Essential Stationery
- Tea/Coffee Breaks
- Working Lunches
- Cultural Evening Experience: Bangkok Dinner Cruise on the Chao Phraya River

***Note:** all other expenses are to be borne by participants.

