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ADMINISTRATION AND SECRETARIAL | AS-024

Office Manager Leadership and Team Coordination

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

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Course content

Why Attend

Office managers keep organisations running. They coordinate administrative staff, manage budgets and suppliers, maintain facilities and support systems, and respond to the needs of employees and senior leaders, often all at once. Yet many office managers step into the role from administrative positions without formal leadership preparation.

This Office Manager Leadership and Team Coordination training course develops the leadership, organisation and communication skills needed to run an efficient, well-coordinated office. Participants learn how to plan and allocate work, set standards, motivate and develop administrative teams, manage performance, handle conflict and improve office processes.

Course Methodology

• Participants learn through interactive discussions, self-assessments, case studies, role-plays and practical planning exercises. Each day focuses on real office management challenges, and participants build a personal leadership and office improvement plan throughout the course. Short reflection sessions at the end of each day help participants connect the learning to their own office and team.

Course Objectives

• Define the scope and leadership responsibilities of the modern office manager

• Plan, prioritise and allocate administrative work across a team

• Set clear service standards and procedures for office operations

• Motivate, develop and coach administrative staff

• Manage performance and handle conflict constructively

• Build effective relationships with senior leaders and internal customers

Target Audience

• Office managers and administration managers

• Senior administrators taking on supervisory roles

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- Executive assistants with team responsibilities
- Facilities and office services coordinators

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Course outline

Detailed course outline

Day-by-day outline for Office Manager Leadership and Team Coordination.

Day 1 - The Office Manager as Leader

• 09:00-09:30 | The Modern Office Manager: Scope, expectations and value to the organisation

• 09:30-10:00 | From Doing to Leading: Shifting focus from tasks to team results

• 10:00-10:30 | Leadership Styles: Adapting to people and situations

• 10:30-11:00 | Self-Assessment: Leadership strengths and development needs

• 11:00-11:30 | Coffee break

• 11:30-12:30 | Building Credibility with Staff and Senior Leaders

• 12:30-13:00 | Office Culture: Setting the tone for professionalism and service

• 13:00-14:00 | Case Study: A new office manager's first month

Day 2 - Planning and Coordinating Work

• 09:00-09:34 | Mapping Office Services: Who needs what, when and to what standard

• 09:34-10:08 | Work Allocation: Matching tasks with skills and capacity

• 10:08-10:42 | Prioritisation Techniques: Urgent, important and routine work

• 10:42-11:00 | Coordination Tools: Shared calendars, task boards and workflow systems

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Coordination Tools: Shared calendars, task boards and workflow systems (continued)

• 11:46-12:20 | Cover and Contingency Planning: Absence and peak periods

• 12:20-12:53 | Service Standards and Procedures: Consistency and quality

• 12:53-14:00 | Practical Exercise: Designing a work allocation plan for an office team

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Day 3 - Motivating and Developing the Team

- 09:00-09:27 | What Motivates Administrative Staff: Recognition, growth and purpose
- 09:27-09:54 | Setting Objectives and Expectations
- 09:54-10:21 | Coaching Conversations: Supporting improvement and development
- 10:21-11:00 | Delegation: Building capability and trust
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Delegation: Building capability and trust (continued)
- 11:45-12:12 | Team Meetings: Purposeful communication and collaboration
- 12:12-13:06 | Training and Cross-Skilling: Building a resilient team
- 13:06-14:00 | Role-Play: Coaching an administrator on a new responsibility

Day 4 - Performance, Conflict and Stakeholders

- 09:00-09:34 | Managing Performance: Feedback, documentation and improvement plans
- 09:34-10:08 | Handling Conflict Within the Team: Causes and resolution approaches
- 10:08-10:42 | Managing Difficult Requests from Senior Leaders
- 10:42-11:00 | Internal Customer Service: Expectations, feedback and complaints
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Internal Customer Service: Expectations, feedback and complaints (continued)
- 11:46-12:20 | Influencing Upwards: Presenting proposals and resource needs
- 12:20-12:53 | Communication in Hybrid Offices: Keeping everyone informed
- 12:53-14:00 | Role-Play: Resolving a conflict between team members

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Day 5 - Resources, Suppliers and Improvement

- 09:00-09:39 | Office Budgets: Planning, monitoring and cost control
- 09:39-10:18 | Supplier Management: Contracts, service levels and performance reviews
- 10:18-10:57 | Facilities and Workplace Coordination: Space, equipment and safety
- 10:57-11:00 | Process Improvement: Simplifying and digitising office procedures
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Process Improvement: Simplifying and digitising office procedures (continued)
- 12:06-12:44 | Measuring Office Performance: Service indicators and feedback
- 12:44-13:22 | Personal Leadership Plan: Priorities for the next six months
- 13:22-14:00 | Final Presentation: Office improvement proposal to senior management

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Seminar dates

Available seminar dates

Live dates and pricing for Office Manager Leadership and Team Coordination generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Madrid	Classroom	**€3,400**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Office Manager Leadership and Team Coordination generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Munich	Classroom	**€2,425**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Paris	Classroom	**€2,810**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Rome	Classroom	**€2,830**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Office Manager Leadership and Team Coordination generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Vienna	Classroom	**€3,425**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Cape Town	Classroom	**€1,825**

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Seminar dates

Available seminar dates

Live dates and pricing for Office Manager Leadership and Team Coordination generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Dubai	Classroom	**€2,845**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Office Manager Leadership and Team Coordination generated from the course details page.

Date	Location	Format	Fee
4 - 8 October 2027	Istanbul	Classroom	**€2,825**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Kuala lumpur	Classroom	**€2,425**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Madrid	Classroom	**€3,400**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Seminar dates

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Live dates and pricing for Office Manager Leadership and Team Coordination generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**