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Global Learning for Operational Leaders

ADMINISTRATION AND SECRETARIAL | AS-030

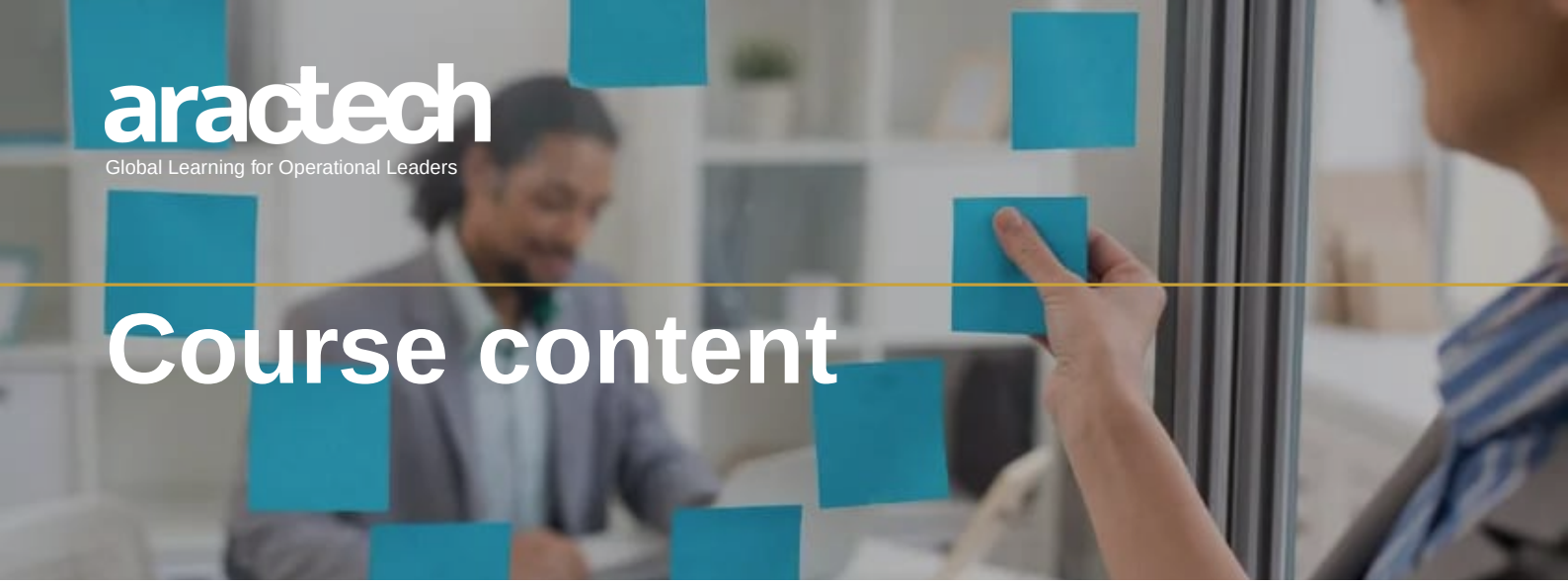
Workflow Organisation and Prioritisation for Administrators

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

Administrators juggle competing requests from many people, frequent interruptions, tight deadlines and a constant flow of emails, documents and tasks. Without a clear system, important work slips, stress rises and service quality suffers.

This Workflow Organisation and Prioritisation for Administrators training course provides practical methods for organising work, setting priorities and managing time and information effectively. Participants learn to capture and track tasks, plan their days and weeks, manage interruptions, organise digital and physical files, and negotiate deadlines with confidence.

Course Methodology

• The course is practical and personal. Participants analyse their own workload, build task management systems, practise prioritisation with realistic in-tray exercises and role-play difficult deadline conversations. Each participant leaves with a personalised workflow system and action plan.

Course Objectives

• Analyse current workload patterns and time use

• Build a reliable system for capturing, tracking and completing tasks

• Prioritise work using clear criteria and practical frameworks

• Plan days and weeks to balance routine, urgent and important work

• Manage interruptions, emails and meetings more effectively

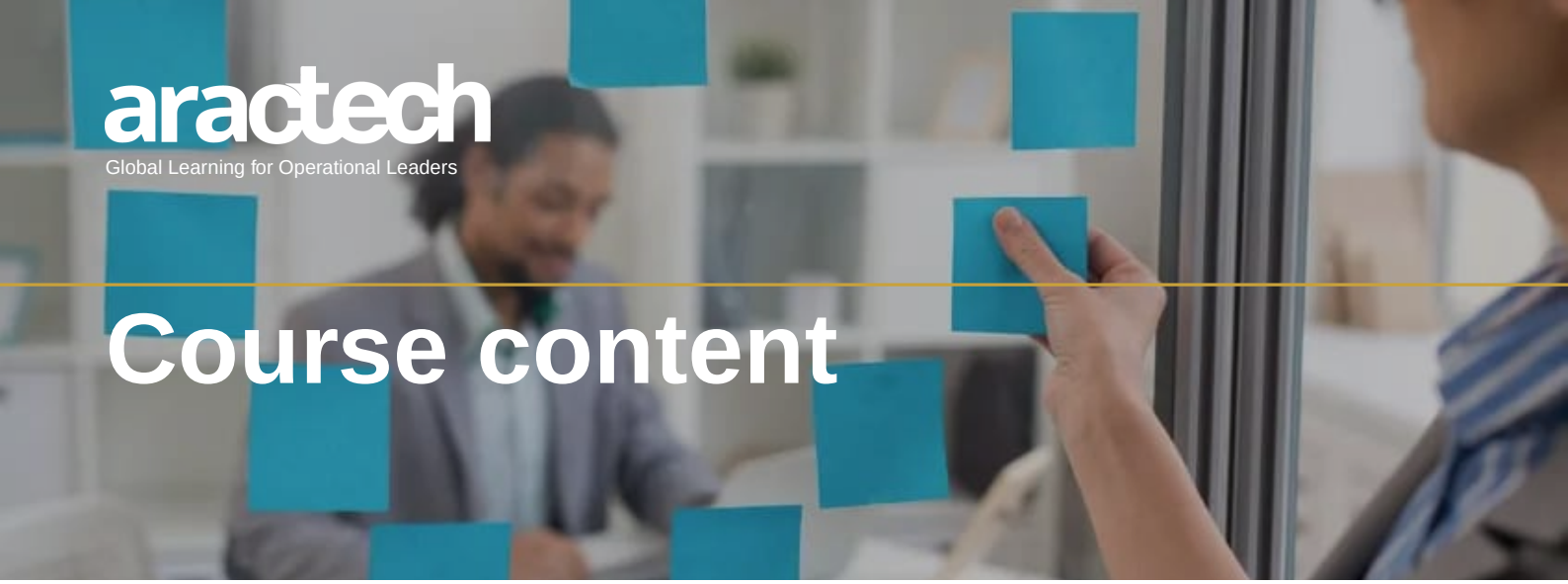
• Organise digital and paper information for quick retrieval

Target Audience

• Administrative assistants and officers

• Secretaries and executive assistants

• Office coordinators and team administrators



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Course content

- Support staff serving multiple managers



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Course outline

Detailed course outline

Day-by-day outline for Workflow Organisation and Prioritisation for Administrators.

Day 1 - Understanding Your Workload

- 09:00-09:34 | The Administrator's Workload: Variety, volume and unpredictability
- 09:34-10:08 | Time Use Analysis: Where time really goes
- 10:08-10:42 | Common Productivity Traps: Multitasking, perfectionism and unclear requests
- 10:42-11:00 | Energy and Attention: Planning work around peak focus
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Energy and Attention: Planning work around peak focus (continued)
- 11:46-12:20 | Personal Working Style: Strengths and challenges
- 12:20-12:53 | Setting Personal Productivity Goals
- 12:53-14:00 | Exercise: Completing a workload and time audit

Day 2 - Capturing and Prioritising Tasks

- 09:00-09:34 | Capturing Every Request: Single trusted task lists
- 09:34-10:08 | Clarifying Tasks: Outcomes, next actions and deadlines
- 10:08-10:42 | Prioritisation Frameworks: Urgency, importance and impact
- 10:42-11:00 | Handling Requests from Multiple Managers
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Handling Requests from Multiple Managers (continued)
- 11:46-12:20 | Breaking Large Tasks into Manageable Steps
- 12:20-12:53 | Reviewing and Updating Priorities Daily and Weekly
- 12:53-14:00 | In-Tray Exercise: Prioritising a realistic set of competing requests



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Day 3 - Planning and Managing Time

- 09:00-09:34 | Daily and Weekly Planning Routines
- 09:34-10:08 | Time Blocking for Focus Work
- 10:08-10:42 | Managing Interruptions: Techniques and boundaries
- 10:42-11:00 | Email Management: Processing, filing and response rules
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Email Management: Processing, filing and response rules (continued)
- 11:46-12:20 | Meeting Management: Preparing, attending and following up efficiently
- 12:20-12:53 | Buffer Time and Contingency Planning
- 12:53-14:00 | Practical Exercise: Designing a personal weekly planning template

Day 4 - Organising Information

- 09:00-09:34 | Digital Filing Structures: Folders, naming conventions and versions
- 09:34-10:08 | Shared Drives and Collaboration Platforms: Keeping order in teams
- 10:08-10:42 | Paper Records: Filing, archiving and retention basics
- 10:42-11:00 | Finding Information Quickly: Search and indexing techniques
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Finding Information Quickly: Search and indexing techniques (continued)
- 11:46-12:20 | Templates and Standard Documents: Reducing rework
- 12:20-12:53 | Checklists for Recurring Processes
- 12:53-14:00 | Workshop: Reorganising a shared folder and creating templates



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Day 5 - Communication and Continuous Improvement

- 09:00-09:34 | Assertive Communication: Saying no and negotiating deadlines
- 09:34-10:08 | Managing Expectations: Status updates and early warnings
- 10:08-10:42 | Delegating and Sharing Work with Colleagues
- 10:42-11:00 | Simplifying Processes: Removing unnecessary steps
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Simplifying Processes: Removing unnecessary steps (continued)
- 11:46-12:20 | Digital Productivity Tools: Task apps, calendars and automation
- 12:20-12:53 | Personal Workflow Plan: Commitments for the next month
- 12:53-14:00 | Role-Play: Negotiating priorities with two managers



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Seminar dates

Available seminar dates

Live dates and pricing for Workflow Organisation and Prioritisation for Administrators 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**
18 - 22 January 2027	London	Classroom	**€2,915**
25 - 29 January 2027	Barcelona	Classroom	**€2,275**
4 - 8 January 2027	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	Cape Town	Classroom	**€1,825**
22 - 26 February 2027	London	Classroom	**€2,915**
1 - 5 February 2027	Barcelona	Classroom	**€2,275**
8 - 12 February 2027	Frankfurt	Classroom	**€2,175**



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Date	Location	Format	Fee
15 - 19 February 2027	Dubai	Classroom	**€2,845**
1 - 5 March 2027	London	Classroom	**€2,915**
8 - 12 March 2027	Barcelona	Classroom	**€2,275**
15 - 19 March 2027	Frankfurt	Classroom	**€2,175**
22 - 26 March 2027	Geneva	Classroom	**€3,315**
12 - 16 April 2027	London	Classroom	**€2,915**
19 - 23 April 2027	Barcelona	Classroom	**€2,275**
26 - 30 April 2027	Frankfurt	Classroom	**€2,175**
5 - 9 April 2027	Istanbul	Classroom	**€2,825**
17 - 21 May 2027	London	Classroom	**€2,915**



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Seminar dates

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



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Date	Location	Format	Fee
9 - 13 August 2027	London	Classroom	**€2,915**
16 - 20 August 2027	Barcelona	Classroom	**€2,275**
23 - 27 August 2027	Frankfurt	Classroom	**€2,175**
2 - 6 August 2027	Paris	Classroom	**€2,810**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
25 - 29 October 2027	London	Classroom	**€2,915**
4 - 8 October 2027	Barcelona	Classroom	**€2,275**
11 - 15 October 2027	Frankfurt	Classroom	**€2,175**



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Seminar dates

Available seminar dates

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Date	Location	Format	Fee
18 - 22 October 2027	Vienna	Classroom	**€3,425**
1 - 5 November 2027	London	Classroom	**€2,915**
8 - 12 November 2027	Barcelona	Classroom	**€2,275**
15 - 19 November 2027	Frankfurt	Classroom	**€2,175**
22 - 26 November 2027	Amsterdam	Classroom	**€3,215**
13 - 17 December 2027	London	Classroom	**€2,915**
20 - 24 December 2027	Barcelona	Classroom	**€2,275**
27 - 31 December 2027	Frankfurt	Classroom	**€2,175**
6 - 10 December 2027	Cape Town	Classroom	**€1,825**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**



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



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Date	Location	Format	Fee
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 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**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**



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Date	Location	Format	Fee
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 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**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 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**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**



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Date	Location	Format	Fee
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 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**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 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**



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Date	Location	Format	Fee
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 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**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**