

€ TRAINING

Administration and Office Management





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Introduction:

Managing an office has become an increasingly sophisticated and complex job. The increased demand for speed and accuracy, knowledge of new technology, and an increasingly diverse workforce bring challenges and also opportunities for growth. This dynamic and in-depth course explores some of the more advanced skills which can help an office manager to work more confidently, creatively, and effectively.

Course Objectives:

At the end of this course the participants will be able to:

- Prioritize your daily responsibilities to achieve maximum output.
- Streamline your work practices and office environment.
- Communicate effectively and assertively at all levels.
- Understand yourself and others thereby improving interactions and relationships.
- Use techniques to help you think creatively, solve problems, plan, and make decisions.
- Prioritize and cope with multiple tasks.
- Think like a manager - planning, making decisions, and solving problems.
- Improve their communication skills to enhance their relationships.
- Manage your thoughts and feelings and improve self-confidence.
- Be assertive and therefore more effective in the workplace.
- Understand and develop intrapersonal and interpersonal skills.

Targeted Audience:

This course is designed for people who have graduated from an office administration program or have several years of documented work experience in the secretarial or office administration fields. It will also benefit those interested in qualifying for entry-level supervisory or managerial office positions, as well as those currently in related positions and seeking to improve their professional knowledge and skills in order to succeed in today's high technology offices.

Course Outlines:

Unit 1: Taking Control of your Work Life:

- Understanding and clarifying purpose, vision, and mission.
- The secret to working smarter rather than harder.
- Controlling, prioritizing, and organizing your work.
- Streamlining your office systems.
- Getting your paperwork under control.
- Making your office user friendly and efficient.

Unit 2: Essential Administrative Skills:

- Harnessing the power of the mind - through Mind Mapping Techniques.
- Managing larger projects to meet deadlines.

- Planning skills - using a Gantt chart to chart work progress.
- Problem-solving techniques.
- Decision-Making tools.
- Managing meetings effectively.

Unit 3: Vital Communication Skills:

- Different styles of communication.
- Learning to be more assertive.
- Win-win conflict resolution.
- Understanding and using body language.
- Understanding gender differences in communication.
- Understanding different personality types and how to deal with them.

Unit 4: Developing as a Professional:

- Listening skills - seeking to understand before being understood.
- Creating a professional image.
- Leadership skills.
- How to make presentations with confidence and power.
- Learn the essentials of planning a presentation.
- Best practices for delivering positive feedback.

Unit 5: Self-Empowerment and Self-Management:

- Understanding the main causes of stress.
- The signs, symptoms, causes, and triggers to stress.
- The essential skills of emotional intelligence.
- Using emotional intelligence at work.
- Transforming fear and negativity and reactive-ness.
- Becoming a more proactive, responsible, and self-aware person.
- Continuing Professional Development - where to go from here.