

€ TRAINING

Professional Office Manager





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Introduction:

This training program is designed to equip individuals with the essential skills and knowledge required to effectively manage office operations and administrative functions. By mastering these competencies, participants can enhance productivity, optimize workflow, and contribute to the smooth functioning of the office environment.

Program Objectives:

At the end of this program, the participants will be able to:

- Create opportunities for personal development and effectively address challenges as they arise.
- Enhance their ability to manage themselves, subordinates, colleagues, and superiors more effectively.
- Develop competence and managerial skills relevant to their roles.
- Improve confidence, assertiveness, and communication skills for professional success.
- Effectively manage stress and pressure in challenging environments.
- Gain insight into their own and others' personalities and their impact on behavior.
- Make better and more effective decisions in various professional contexts.

Targeted Audience:

- Administrators.
- Assistants.
- Executive secretaries.
- Existing or prospective office managers.
- Senior administrators.
- Supervisors of junior level employees.

Program Outlines:

Unit 1:

Defining and Developing the Role:

- The Executive PA - your vital partnership with management.
- Defining the responsibilities and authority of your role. Biases & prejudice.
- Identifying ways of broadening your role and creating opportunities to increase your responsibilities.
- Developing the managerial aspects of your role - essential management skills Planning for development - identifying and overcoming barriers to your success.
- Understanding your own and others personality & subsequent behavior.

Unit 2:

Effective Communication:

- Interacting with others and networking for success - getting yourself seen and heard.
- Developing and advancing your relationship with your manager/director.
- Improving your communication skills - negotiating, influencing, persuading, and delegating.

Unit 3:

Developing Confidence:

- Trusting your initiative and judgment.
- Saying "no" constructively.
- Problem Solving & Decision making tools.
- Team roles and interaction with others.
- Video Presentation Skills.

Unit 4:

Developing and Improving Key Skills:

- Improving your confidence and assertiveness.
- Practicing effective time management skills.
- Concentrating, thinking, listening, and making decisions under pressure.
- Conflict Management.
- Improving your memory.

- Video Conflict Management.

Unit 5:

Getting Results:

- Benefiting from key motivation techniques - motivating yourself, your subordinates, and your boss.
- Achieving results through others.
- Managing stress and pressure that comes with change and challenge.
- Measuring your performance based on objectives, standards, responsibilities set and achieved.
- Preparing for your development.
- Action planning.