

€ TRAINING

Advanced Office Management & Effective
Administration Skills





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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 their daily responsibilities to achieve maximum output
- Streamline their work practices and office environment
- Communicate effectively and assertively at all levels
- Understand their selves and others thereby improving interactions and relationships
- Use techniques to help them think creatively, solve problems, plan, and make decisions
- Improve their communication skills to enhance their relationships
- Develop their skills interpersonal skills
- Manage their thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace

Targeted Audience:

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- PAs

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 of 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