

€ TRAINING

Office Management and Professional
Development



29 April - 3 May 2024
Milan (Italy)



Office Management and Professional Development

REF: K355 DATE: 29 April - 3 May 2024 Venue: Milan (Italy) - Fee: 5940 Euro

Introduction:

This training program is designed to equip participants with comprehensive skills for effectively managing office operations while fostering personal and professional growth. By mastering these competencies, individuals can cultivate a productive work environment, advance their careers, and contribute to organizational excellence.

Program Objectives:

At the end of this program, 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.
- 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.

Program 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.