

# € TRAINING

Administration and Office Management



16 - 20 September 2024  
Amsterdam (Netherlands)



# Administration and Office Management

REF: K1327 DATE: 16 - 20 September 2024 Venue: Amsterdam (Netherlands) - Fee: 5565 Euro

## Introduction:

This training program equips participants with essential skills and knowledge to effectively oversee administrative tasks and office operations. Through this program, individuals are prepared to excel in roles ranging from administrative assistants to office managers in diverse professional settings.

## Course Objectives:

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

- Prioritize daily responsibilities for maximum productivity and manage multiple tasks effectively.
- Streamline work practices and optimize the office environment.
- Communicate effectively and assertively across all levels.
- Enhance interactions and relationships through self-awareness and understanding of others.
- Employ techniques for creative thinking, problem-solving, planning, and decision-making.
- Think strategically like a manager in decision-making processes.
- Improve communication skills to foster stronger relationships.
- Demonstrate assertiveness for increased effectiveness in the workplace.
- Develop both intrapersonal and interpersonal skills for professional growth.

## Targeted Audience:

- Administrative assistants and office managers seeking to enhance their skills.
- Office administrators and coordinators responsible for workflow management.
- Secretaries, clerks, and administrative support staff.
- Professionals aspiring to roles in administration and office management.

## 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.