



# **OFFICE MANAGEMENT and EFFECTIVE ADMINISTRATIVE SKILLS**

**NATIONALLY RECOGNISED & INTERNATIONALLY ACCREDITED**

## **OVERVIEW**

**Office Management and Effective Administration Skills** is an exciting and interactive training programme. It is designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively – thereby contributing to their own, their boss' and their organisation's success. In this programme emphasis is placed on:

- Building on existing good practice and on recognising areas where improvements can be made and developing strategies accordingly.
- Managing the network of relationships and interpersonal skills and communication.

# WHAT YOU WILL ACHIEVE

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Upon the completion of this course, you will be able to:

- Manage a network of working relations.
- Communicate effectively.
- Manage time for yourself and others.
- Manage the performance of admin staff.
- Improve written communications. Manage and present information.
- Organise and improve office systems.

# METHODOLOGY

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Well-balanced theoretical and practical methodology, which includes interactive discussions, case studies, interactive activities/exercises and assignments to understand the concepts and their applicability

# FEE

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**USD 2,150 per person**

**Group Discount:**

- 2-4 pax : 2.5%
- 5-7 pax : 5%
- 8-10 pax : 10%
- 11-13 pax : 15%
- 14-16 pax : 20%

**\*\*\*All prices are VAT inclusive.**

**Fee Includes:**

- 5-Day Training
- Nationally Recognized and Internationally Accredited Certificate of Completion
- Module Notes and Stationary
- Tea/Coffee Breaks
- Working Lunches

**\*Note:** all other expenses are to be borne by participants.

# WHAT YOU WILL LEARN

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## **Module 1: The Office - Traditional vs. Emerging Office Management Trends**

- Defining the Role of the Office Manager
- New approaches to managing
- Communication Skills and techniques in the Office
- Time Management

## **Module 2: Modern office management**

## **Module 3: Business Meeting - Effective Meeting Planning**

- Record Management
- Making Travel Arrangements: Logistics
- Quality and Continuous Improvement (TQM) Difficult Situation
- How to Write Instructions

## **Module 4: Administrative Skills**

- Facilities, Equipment, and Supplies Acquisitions
- Office Design, Space, Health and Safety Issues
- Space Management Techniques

## **Module 5: Human Relations in Business - Dealing with People and Emotions (CIP)**

- Employee recruitment, selection, orientation
- Effective use of performance appraisals
- Interviewing skills
- legal and illegal questions

Each module focuses on clear objectives and skill demonstrations that can be easily linked to real life instances.