



Certified Office Management & Effective Administration Skills

Course Description:

- This is an exciting and interactive program 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 organization's success.



The Training Course will highlight:

- In this program you will learn how to:
- Manage a network of working relations.
- Communicate effectively.
- Manage time for yourself and others!
- Manage the performance of admin staff.
- Improve written communications.
- Organize office systems.

Course Objective:

Participants attending this program will:

- Extend their understanding of their roles and the key contribution they make to organizational success.
- Review their working relationships.
- Review and develop their personal organization, communication, and interpersonal skills.
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways.



Training Methods:

- This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include.
- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Course outline

DAY 1 – Program Introduction/Roles, Competences and Personal Effectiveness

- Program introduction and objectives
- Action planning
- The ‘competence’ model of skills, behaviors, and values
- Personal competence review
- Time management constraints – resources, systems, other people, and self
- Handling requests and conflicting priorities

DAY 2 – Team Working, Communication & Meetings

- Teamwork and team roles.
- Briefing skills – giving, receiving, and passing on
- Organizing, and participating in, meetings
- Notes, minutes, and follow-up

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DAY 3 – Managing Working Relationships

- Delegation – giving and receiving.
- Communication and listening skills.
- Assertiveness, conflict, and criticism
- People problems and problem people

DAY 4 – Managing Time/Desk Management/Written Communication Skills

- Managing interruptions and access
- Planning and priority setting
- Office layout and ergonomics
- Managing the paper-load
- Getting the best from e-mail and office technology
- Report and letter writing
- Setting & developing company writing standards
- Editing and proof-reading skills

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DAY 5 – Managing Staff Performance/Action planning.

- Dimensions of performance
- Motivation
- Appraisal
- Coaching and on-job training skills
- Action planning and influencing others.