

Office Management - The Essentials

Duration: 5 Days

Language: en

Course Code: MG1-102

Objective

During this course, you'll be able to:

- Gain a comprehensive understanding of flexible management techniques.
- Build trust and rapport with your employees.
- Develop problem-solving skills to address workplace challenges efficiently.
- Generate and utilise data to provide meaningful feedback to clients.
- Cultivate strategic thinking by evaluating risks and potential outcomes.
- Learn effective recruitment techniques and enhance your people management skills.
- Identify and mitigate risks within your office environment.

- Apply key management models to address and resolve key issues.
- Share experiences and feedback with peers to enhance your understanding and skills.

Audience

It’s ideal for:

- Aspiring or developing Office Managers looking to take the next step.
- First-time Office Managers need a little extra guidance.
- Client Relationship Managers.
- Operations Managers.
- Company Directors.
- Account Managers.
- Financial Managers.
- Team Leaders or Supervisors who have delegated responsibilities.

Training Methodology

This course allows you to experiment with management techniques, try out new projects and understand how to make a profit and become a success in the eyes of your clients.
You’ll experience real-life scenarios, create project plans based on your targets, and implement discussion groups with peers to understand the most effective methodologies.

Summary

Mastering your management style is pivotal for workplace success. This course will equip you with the skills and knowledge to be flexible in the workplace and gain the trust and understanding of your employees. You will learn to solve problems quickly and effectively, create accurate, tangible data for client feedback, and showcase your achievements.

Focusing on the bigger picture will help you develop strategic thinking skills, understand that risk-taking can be beneficial, and assess all possible outcomes before making decisions. This course elevates your management style, giving you the confidence to inspire and lead your team towards shared goals.

Course Content & Outline

Section 1: Project Planning

- Setting clear goals and instructions.
- Clear journey mapping and identify priorities.
- Effective delegation.
- Task breakdown and the gains of tick-list mentality.
- Deadline setting and its importance.

Section 2: Profitability

- Understanding your cash flow.
- Purchasing and invoicing.
- Getting the most wins for the least cost.
- Understanding your essentials - eliminating waste.
- Spreadsheets - how to make them work for you.

Section 3: Strategic Thinking

- Seeing the bigger picture.
- Identifying opportunities for improvement.
- Creative problem-solving.
- Evaluating processes and making changes.
- The 80/20 Model and how to get the quickest wins.

Section 4: Time Management

- Developing effective organisational skills (diary management).
- The 5S’s of LEAN office management.
- How to prevent procrastination.
- Understand your own style and develop task flexibility.

- Automation and its benefits.
- Increasing productivity through motivation.

Section 5: Effective Recruitment

- How to find the best recruitment method for your company.
- Creating useful, outside-the-box interview techniques.
- What to look out for on a CV.
- Recruitment workshops - how to make the most of them.
- Utilising social media for recruitment.
- Identifying the right behaviours.

Section 6: Risk Management

- The GROW Model prioritisation method.
- Understanding environmental impacts.
- Assessing all possible scenarios and offsetting risk to find the best solution.
- Understanding the risks of a flexible working environment.

Section 7: Reporting

- Finding the right system for your needs.
- Assessing essential reporting to show performance.
- Reading reports and making comparisons.
- Drawing conclusions and acting out changes.
- Revisiting and feeding back to challenge success.

Section 8: Security and Regulatory Standards

- Writing and creating processes.
- Understanding the wider office environment.
- Data protection and GDPR regulations - what do they mean for you?
- Your complaints process - is it fit for purpose?
- Health and safety and fire essentials.
- Setting your company values and ensuring staff adherence.

Section 9: Making the Most of Your Support Network

- Sharing relevant knowledge and data.
- Understanding teamwork and how to utilise your staff effectively.
- Creating ‘plan B’ solutions to prevent service failure.
- Developing staff to take on extra responsibilities.

Section 10: Managing Client Relationships

- Proper influencing and negotiating techniques and when to use them.
- Being assertive and professional.
- Handling difficult questions.
- Feedback and ‘lessons-learned’ sessions.
- Accepting criticism positively and moving forward.
- Sharing information and creating accessible action plans.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Administration & Secretarial, Management & Leadership

Tags

Office Management, management, clients, secretarial, office, secretary, Reporting

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