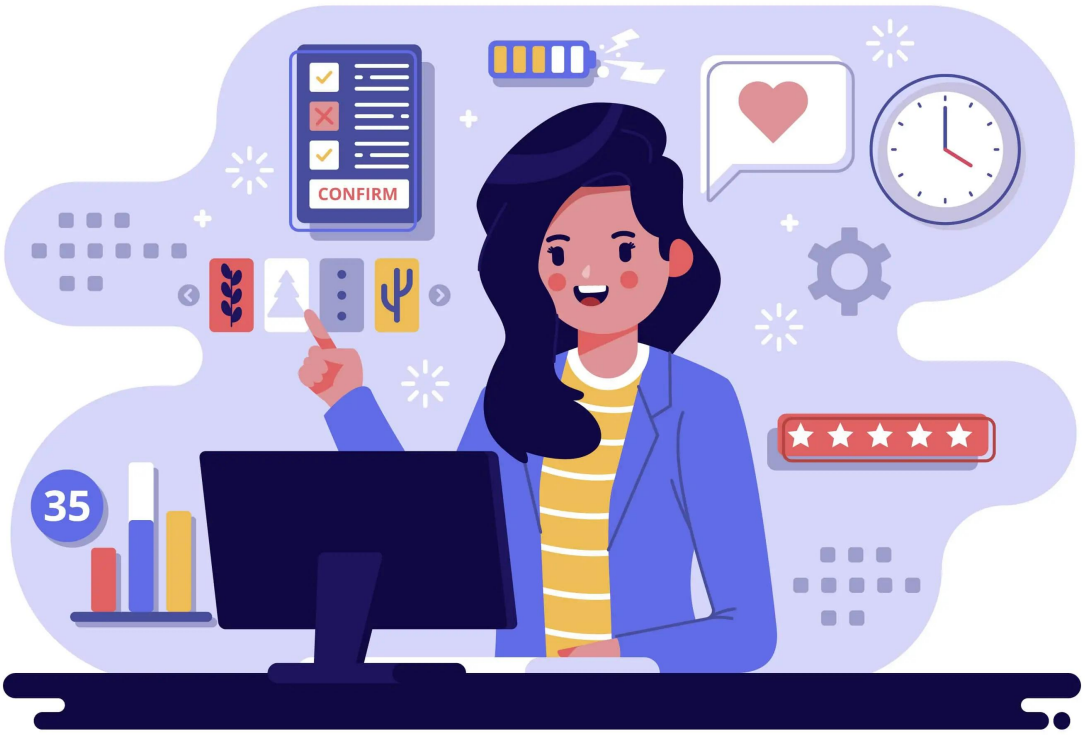

Effective Office Management

Duration: 5 Days

Language: en

Course Code: MG1-106

Objective

Upon completion of this course, participants will be able to:

1. Understand the role of the office manager/administrator.
2. Improve communication skills needed for carrying out responsibilities in an effective manner.
3. Learn how to prioritise and cope with multiple tasks and control pressure.
4. Develop time management skills necessary for increased productivity with minimum stress.
5. Learn how to apply assertiveness in the workplace to increase effectiveness.
6. Manage paperwork, diaries, meetings, presentations and phones more effectively

Audience

This course is intended for:

- Administrators
- Personal Assistants
- Secretary/Secretaries
- Supervisors/Team Leaders
- Office Managers
- Support Staff
- PA’s
- Any individual working in the office support field

Training Methodology

Office Management Course is a highly interactive training course, allowing everyone to discuss their work challenges and learn from each other's experiences. The course will include activities in groups and pairs and individual exercises. The course will also allow everyone to role-play how to practise assertive communication and present a presentation towards the end of the course.

Summary

Effective Office Management course is designed to provide office administrators, clerical and administrative staff supervisors, executive secretaries and personal assistants the opportunity to excel in their role by understanding the principles and best practices of office management. This course will explore interpersonal skills (communication skills, writing and presentation skills) necessary to ensure you are well prepared for the challenges of working with various management styles. And develop self-management skills to help you manage your time and tasks to achieve daily tasks and increase productivity.

Course Content & Outline

Section 1: Programme Introduction, the Role of the Office Manager

- Competencies required for success
- Personal competence review

Section 2: Time and Task Management

- Using technology to manage your time and tasks effectively
- Setting Goals and Priorities
- Working Smarter rather than Harder
- Gaining an insight into your Strengths and Weaknesses
- Creating efficient workflow systems and a user-friendly work environment
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Section 3: Self-Management and Controlling Stress

- Controlling stress; symptoms, causes, solutions
- Emotion intelligence
- Building self-confidence and self-esteem
- Becoming a more Proactive, Responsible and Self-aware Person
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Section 4: Communication Skills

- Speaking and listening skills
- Assertive communication
- Influencing skills (Improving credibility and gaining recognition)
- Body language
- Understanding social differences when communicating
- Understating different personalities and how to deal with them

Section 5: Career Development

- Branding yourself as a professional
- Leadership skills
- Presenting your ideas in confidence and power
- Understanding others and projecting a positive self-image

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, Human Resources Management (HRM), Retail and Trade, Management & Leadership

Tags

Office Management, Supervisor, administration, Secretarial, PA

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