



OFFICE PROCEDURES And Administration

Course Introduction:

Today's office is a dynamic place to work with global networking, communication and work flows becoming increasingly complex and challenging. In order to ensure the efficiency of the organization, employers depend on office administrators to provide effective clerical support to all levels of management. They need staff with exceptional computer skills and organizational skills and specific business skills such as bookkeeping, customer service and document processing.

Delegates will develop the necessary technical, organization and interpersonal skills that will enhance their role as an effective member of the office team.

Explore how to build strong business relationships, and manage yourself effectively. Learn how to create a stress management plan and develop a positive attitude. In addition, you will learn how to work effectively with your team, work well with multiple teams, and manage the office successfully.

Course Objectives:

By the end of the program, participants will be able to:

- Identify the roles and responsibilities of key administrative staff
- Understand the activities of the organization.
- Have a general knowledge of IT.
- Understand basic office procedures.
- Gain a better understanding of filing methods and procedures
- Learn how to manage time efficiently and deal with stress management
- Enhance communication and interpersonal skills.
- Learn how to be assertive and build a rapport with the boss.
- Identify who your customers are.
- Practice professional business writing.
- How to be assertive in the workplace.
- Your role in meetings.
- Identify different types of templates for all forms of business correspondence – letters, memos, e-mails, minutes, etc.
- Understand the different types of finance used in the office.

Who Should Attend?

Executive and personal secretaries, personal assistants, senior clerks, senior administrators and others with the potential to become office managers.

Course Outline:

Roles and Responsibilities

- Skills and Qualities
- Roles of the Administration team
- Departmental functions
- Ethics in the workplace
- Handling difficult situations

Planning and Organizing

- Define what is planning
- Understand planning components
- Understand the main stages of planning
- Identify the principles of prioritising
- Giving and writing clear instructions
- Allocate resources to achieve objectives
- Identify obstacles
- Use SMART objectives and targets to deliver goals
- Know how to plan, schedule and prioritise your activities

Filing

- Filing methods
- Filing systems (online etc.)
- Rules for Filing
- File retention policies
- Privacy and security

Time Management

- Managing your time
- How well do you manage your time?
- Benefits of managing your time more effectively
- Barriers to time management
- How to overcome the barriers
- Your common time wasters
- Eliminating your own personal time wasters
- Plan each day efficiently

Interpersonal Skills

- Communication
- Learning to listen

- Dealing with difficult people
- Characteristics of behaviour patterns
- Working with the boss
- Managing change

Information technology

- MS Overview
- Keeping information private and secure
- Hardware and software
- Ergonomics

Business Writing

- Problems encountered when writing
- Organise thoughts and generate high quality content
- Create a plan for letters, memos and e-mail
- Keep your messages short and simple
- Grab your reader's attention with a strong opening line
- Provide the detail needed to support your writing
- Write proper e-mail messages

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

