



OFFICE MANAGEMENT

For Secretaries and Administrative Officers

Course Introduction:

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 organization's success.

Course Objectives:

By the end of the course, participants 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
- Organize and improve office systems
- Juggle multiple responsibilities
- Learn better ways to think on your feet with powerful techniques
- Create win-win solutions that leave everyone feeling positive
- Become a strategic partner to your boss
- Understand different team player styles for more effective collaboration
- Control your time and workload with advanced time-management skills

Who Should Attend?

Those who are in a secretarial or administrative position, and who wish to improve their skills, or those who are about to be appointed to such a position.

Course Outline:

Stepping into leadership-

- How to take charge—even when you're not in charge
- When tasks pile up, know how to prioritize—and re-prioritize—to meet changing needs
- Assertive or persuasive—which is the better leadership trait?
- How doing the work and managing the work are two very different things
- The myth of "It's not my job so I don't have to do it"

Controlling office technology before it controls you -

- Why and how technology causes stress—and what can be done about it
- 4 tips for instantly making e-mail more manageable
- Letting go of old habits—like printing everything and obsessively checking e-mail
- What is so easy to forget—but so important to remember—about technology
- Setting boundaries in a world of 24/7 connectivity

Sharpening your written voice-

- Your one and only goal in business writing
- Matching your business writing to your personality
- The 30-minute rule for avoiding unacceptable writing mistakes
- 3 simple exercises you can do at your desk to sound more natural on paper
- Grammar does matter—established rules you must follow

Problem-solving -

- Getting started—understanding your boss's needs
- Information is power: How not to be perceived as withholding information
- Using “framing” to present the problem—and solution—in a way your boss will understand and accept
- Know the fine line between being assertive and being downright pushy
- How to approach your boss about taking on more problem-solving responsibility.

Laying the groundwork for on-time projects-

- Getting started—3 things to establish right off the bat
- 4 best practices that apply to even small projects
- Strong organizational skills: Always an asset, but essential in project management
- Your first priority as a project manager
- How to keep changes from wreaking havoc with deadlines
- The project plan: How simply having one doubles your chances of succeeding

Organize everything in your life-

- How the 80/20 rule will help you identify your most important tasks
- Back to the basics ... the unbeatable benefits of the tried-and-true “to-do” list
- Damming the paper flow to give your boss more uninterrupted time
- Dealing with correspondence ... shortcuts you and your boss can work out together
- 6 tips for developing a plan to get the most out of every day

Staying in sync with your boss-

- How to play the valuable role of liaison between your boss and other managers
- 9 important keys to maintaining an excellent working relationship with your boss
- Special strategies to use when the difficult person is the boss
- When working with multiple bosses ... establishing channels among multiple supervisors so they'll know the demands on your time

Juggling multiple projects with ease-

- Putting into practice a proven 6-phase project management process that works on any project ... large or small
- How to benefit from a task checklist to identify specifically what needs to be done and when
- When things go wrong ... 5 tips for proceeding in a way that maintains your credibility
- Coping with the stress and strain of multiple responsibilities
- How to use influence to get the job done, especially when you have responsibility without authority

Dealing with chronically impossible people-

- The 6 basic steps for dealing with all negative behavior
- How to deal with feelings of helplessness and anger when faced with difficult people and situations
- "What's this really about?" How to get to the root of the problem instead of battling the symptoms
- How to address a chronic disagreement and arrive at a mutually acceptable action plan for resolution
- How honesty and understanding will help you keep your cool when dealing with an out-of-control person

Everyday negotiation skills-

- The principles of everyday negotiation
- How to turn the points of disagreement into a framework for resolution
- How your personality affects the way you "give and take"
- How to express yourself without accusation, sarcasm or hostility
- How a few simple words can work like magic in getting others to do what you want

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

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