



ADVANCED

Office Management & Electronic Archiving

Course Introduction:

In order to remain competent in the workplace, administrators, office managers and secretaries need to be equipped with the relevant knowledge and skills. This course identifies and examines the key components of the role and within each element builds up a range of approaches and techniques for operating an efficient office and support team. These elements include: interpersonal skills, communication, organizational and time management competencies.

Course Objectives:

By the end of this program, each participant will be able to:

- To differentiate between conventional and electronic archiving
- To list basic e-Archive requirements, features and characteristics.
- To identify distinguishing features of e-Archiving System available in the market.
- Ability to archive and retrieve various types of documents (hardcopies ,emails, fax, etc)
- Ability to manage a customized e-Archival system
- Gain insights into the responsibilities of administrators
- Value their role in an organization and experience greater job satisfaction
- Analyze planning and organizing skills to achieve tasks-develop office procedures for efficiency and effectiveness
- Develop office procedures, critical thinking abilities and communication skills for greater efficiency and effectiveness
- Build an approach that suits their own individual style and workplace

Who Should Attend?

Those who involved in the operational running of an office or fulfill the role of an Executive or Personal Assistant to Senior or Middle Management. It will also be a constructive development workshop for those individuals with some office management experience looking to move into a more senior position as an Office Manager or administration team leader/supervisor.

Course Outline:

Introduction to Archiving

- Definition of conventional Archive
- Definition of e-Archiving
- e-Archiving management system

Requirements of e-Archive system

- Hardware
- Software

- Utility programs

E-Archive System Cycle

E-Archive System features and characteristics

Currently available e-Archive System:

- Closed Sources Applications
- Open Source Applications
- Visiting a selected set of e-archive system websites

Hands on training in:

- How to create repository for categorized documents
- Using readymade packages
- Using customized software like MS-Access, Windows explorer, Portal and SharePoint)
- How to uploading and download files.
- How to archive different types of documents.
- How to retrieve stored document or files.

Taking Control of Your Work Life

- Understanding and clarifying purpose, vision and mission
- External and internal customer service
- Controlling, prioritizing and organizing your work
- Making a long term plan to create the best office in the company!
- Streamlining your office systems
- Getting your paperwork under control
- Making your office user friendly and efficient

Essential Administrative Skills

- Harnessing the power of the mind – through Mind Mapping Techniques
- Right brain/left brain theory
- Managing larger projects to meet deadlines
- Planning skills – using a Gannt chart to chart work progress
- Problem solving techniques
- Becoming more proactive
- Decision Making tools
- Managing meetings effectively
- Keeping minutes of a meetings
- Working with more than one manager

Vital Communication Skills

- Common communication mistakes
- Different styles of communication
- Communicating with Confidence
- Learning to be more assertive
- Win-win conflict resolution
- The most effective way to say no
- Understanding and using body language
- Understanding gender differences in communication
- Overcome biases and discomfort associated with exercising power
- Understanding different personality types and how to deal with them
- How to create an effective working relationship with any kind of boss

Developing as a professional

- Listening skills – seeking to understand before being understood
- Creating a professional image
- Overcoming the fear of public speaking
- Learn the essentials of planning a presentation
- How to hold the attention of a group

Self-Empowerment and Self-Management

- Understanding the main causes of stress
- How to build self-confidence and strength the ability to respond to difficult situations
- How to relax and refresh the mind and body
- The signs, symptoms, causes and triggers to stress
- Why stress is a powerful messenger
- How to break the vicious cycle of stressful thinking
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-ness
- Becoming a more proactive, responsible and self-aware person
- Effective Time Management

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 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 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