

# OFFICE MANAGEMENT AND EFFECTIVE ADMINISTRATION SKILLS **OFM001**

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## COURSE DESCRIPTION

Working closely with senior managers and executives, the Executive Secretary or Personal Assistants must be able to perform administrative or managerial roles as well as provide support to the management team. They also need excellent computing and communication skills, as well as a range of specialist business skills. This course covers professional image, effective communication, business letter writing, dealing with difficult people, time and stress management, organizing meeting, and filing system.

## COURSE GOAL

To enhance the participants' knowledge, skills and abilities necessary to improve effectiveness of office personnel and administrative staff in meeting their roles and maximising their contribution to their teams and organisations

## COURSE OBJECTIVES

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

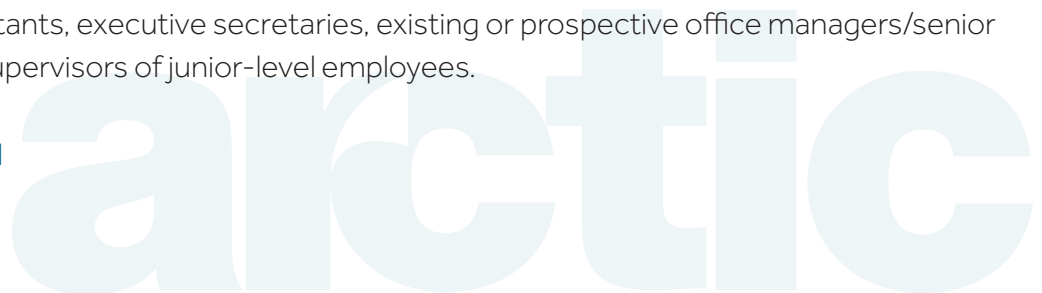
- Understand the role of the office manager/administrator.
- Communicate effectively (orally and in writing) for carrying out responsibilities in an effective manner.
- Properly and professionally handle telephone calls.
- Effectively serve internal and external customers.
- Effectively organize and manage his time and others time.
- Effectively organize meetings.
- Determine the main causes of stress and apply the techniques needed to control them.

## WHO CAN BENEFIT

Administrators, assistants, executive secretaries, existing or prospective office managers/senior administrators and supervisors of junior-level employees.

## COURSE DURATION

5 Working Days



## **COURSE OUTLINE**

### **1. Office Manager/Administrator Professional Image**

- Perception versus reality.
- Competencies required for success.
- What it takes to be a "Star" at work.
- Identifying your role.

### **2. Communication Skills**

- Oral communication (Verbal/Nonverbal).
- Written communication(email/memos/letters/reports).

### **3. Using the Telephone**

- Professional telephone behaviour.
- Good listening.
- How to deal with difficult callers.

### **4. Filing System**

- Needs of filing systems.
- Manual filing systems.
- Computerized filing systems.

### **5. Serving Customers (the Internal and External)**

- Needs of internal and external customers.
- Services barriers.
- Providing excellent service.
- Handling complaints.

### **6. Time and Stress Management**

- Time wasters.
- Setting goals and priorities.
- Measures to control and improve effectiveness.
- Planning and managing time for self and others.
- Time logs and learn from them.
- Causes and symptoms.
- Identifying stressors.
- Formulating a comprehensive stress management plan.

## 7. Organizing Meetings

- Effective meeting.
- Meeting agenda.
- Minutes of meetings.

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