Certified Courses

Professional Certificate

Office Management Professional

INTRODUCTION

- Office Management Professional is an exciting and interactive training course. 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 organisation's success.

   In this training course participants learn how 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
- Organise and Improve Office Systems

PROGRAMME OBJECTIVES

- Extend their understanding of their roles and the key contribution they make to organisational success
- Review their working relationships
- Review and develop their personal organisation, communication and interpersonal skills
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways

WHO SHOULD ATTEND?

- All administrative personnel and people newly appointed to supervisory roles, along with Secretaries and PA's within the office environment, who want to build on their skills and knowledge

TRAINING METHODOLOGY

- Office Management & Effective Administration Skills is a highly interactive training course, providing everyone with an opportunity to exchange views and learn from each other's experiences. The training course also includes a range of case studies, management games discussions and exercises.

PROGRAMME SUMMARY

- This training course covers a wide range of interrelated topics critical to the effectiveness of office personnel and administrative staff in meeting their roles and maximising their contribution to their teams and organisations. Emphasis is placed on building on existing good practice and on recognising areas where improvements can be made and developing strategies accordingly. Emphasis is also placed on managing the network of relationships and inter-personal skills and communication.

PROGRAM OUTLINE

Programme Introduction / Roles Competences and Personal Effectiveness

- Programme Introduction and Objectives
- Action Planning
- The competence model of skills, behaviours and values
- Emotional and Chronistic Intelligence
- Personal Competence Review
- Time Management Constraints – resources, systems, other people and self
- Handling Requests and Conflicting Priorities

Team Working, Communication and Meetings

- Team Working and Team Roles
- Briefing Skills – giving, receiving and passing on
- Organising, and Participating in Meetings
- Notes, Minutes and Follow-up

Managing Working Relationships / Communication Skills / Supervising Admin Staff

- Delegation – giving and receiving
- Coaching and Training Colleagues and staff – skills of on-job training
- Communication and Listening Skills – lessons from NLP
- Building Rapport
- Developing a Network of Working Relationships – influencing skills
- Assertiveness and Conflict
- People Problems and Problem People
- Helping Others Perform – case study
- Practical Motivation

Managing Time / Desk Management and Office Technology / Writing Skills

- Planning and Priority Setting
- Office Layout and Ergonomics
- Managing the Paper-load and Developing Paperless Systems
- Getting the best from Office Technology
- Letter Writing
- E-mail Efficiency and Etiquette
- Writing and Editing Reports
- Proof-reading Skills
- Setting up / developing writing layout and style guidelines for the organisation
- Writing & Designing Presentation Slides

Managing Information & Budgets / Improving Customer Service and Systems

- Principles of information management – scheduling, filtering and digesting
- Interpreting & presenting statistical information
- Designing & using graphs
- Designing surveys, presenting findings and interpreting meaning
- Basic concepts of financial management
- Monitoring budgets and variance
- Improving customer service and systems – continuous improvement
- Action planning

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