

Advanced Office Management & Effective Administration Skills

(5 Days Training Course)



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Introduction

This highly interactive INFORMATECH Office Administration training seminar will help you to develop and refine the skills needed to excel as an Office Manager, Administrator or Executive Secretary. It will explore in depth the interpersonal and behavioral skills necessary to ensure you are well prepared for the challenges of working with a variety of management styles. On this training course you will also learn how to stay in control whilst dealing with conflicting priorities.

Becoming more effective as an Office manager will definitely make your job easier and make you more valuable in the eyes of your managers and the company stakeholders. Office Managers need to be expert multi-taskers – even if you're doing more than four things at once, that's probably still not enough! You need to be indispensable – to know exactly who to call to fix that pesky problem your boss has. And to be truly indispensable you need to be organised, be an excellent communicator, and be able to deal with whatever challenging situation your working life presents you with. This training seminar will help you to do that.

This training seminar will highlight:

- Effective communication and interpersonal skills
- The importance of time management and streamlining work flow
- Developing the skills to successfully build relationships and to network effectively
- Building personal resilience and an ability to handle stress in a challenging work environment
- Using techniques to help you think creatively, solve problems, plan, and make decisions

Objectives

At the end of this training seminar you will:

- Recognise how to prioritise and cope with multiple tasks
- Develop the skills necessary to plan, make effective decisions and solve problems, and handle pressure
- Apply practical techniques to improve communications skills
- Understand how to manage challenging behaviours
- Apply assertiveness to be more effective in the workplace

Training Methodology

Participants in this Office Administration training seminar will enjoy interactive and practical exercises delivered through media to suit every kind of learning preference. Seminar activities will include activities in groups and pairs as well as individual exercises. Everyone will get the opportunity to discuss their work challenges in a supportive environment.

Organisational Impact

Employees who attend this training seminar will add value to their organisation by being empowered to implement the following skills:

- A more proactive outlook
- Increased creativity and productivity
- Motivation and customer focus.
- Reduced absenteeism through an ability to manage and reduce stress
- Increased self-awareness and interpersonal skills
- Better time management

Seminar Outline

Taking Control of Your Work Life

Understanding and Clarifying Purpose, Vision and Mission
External and Internal Customer Service
The Secret to Working Smarter rather than Harder
Controlling, Prioritising and Organising your work
Gaining an insight into your strengths and weaknesses
Making your office user friendly and efficient

Essential Administrative Skills

Mind Mapping Techniques
Right brain/Left brain theory
Managing larger projects to meet deadlines
Planning and Problem solving skills
Managing meetings effectively
Working with more than one manager

Vital Communication Skills

Communication Styles and when to use them
Communicating with Confidence
Win-win conflict resolution
Understanding and using body language
Understanding Gender differences in Communication
Understanding Different Personality Types and How to Deal with them

Developing as a Professional

Listening Skills – seek first to understand then to be understood
Creating a Professional Image
Leadership Skills
How to make presentations with confidence and power
Painless methods for giving corrective feedback
Best Practices for delivering Positive Feedback

Self-Empowerment and Self-Management

Understanding the Main Causes of Stress
How to Build Self-confidence and Strengthen the ability to respond to difficult situations
The Essential Skills of Emotional Intelligence
Using Emotional Intelligence at Work
Becoming a more Proactive, Responsible and Self-aware person
Continuing Professional Development - where to go from here