Administration and Office Management Professional Training

Description

Objectives:

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

- Define and understand the role of the office manager / administrator.
- Acquire time management skills required for better office productivity.
- Handle telephone calls properly and professionally.
- List the main causes of stress and the techniques needed to control them.
- Learn communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer.

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The Course Outlines

The Role of the Office Manager/Senior Administrator

- Perception Versus Reality
- Competencies Required for Success

Effective Communication Skills

- Improving Credibility and Gaining Recognition
- Speaking and Listening
- Being Assertive
- Selling Your Ideas to the Boss, Colleagues, Subordinates and Clients

Written Communication

- Style
- Layout
- Clear Writing
- Proof Reading

Controlling Stress

- Symptoms
- Causes
- Solutions

Serving the Internal and External Customer

- Understanding the Needs of Internal and External Customers
- Having the Right Attitude
- Providing Excellent Service
- Handling Complaints

Organizing Meetings

- Preparing the Agenda
- Taking Minutes

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Managing Time

- Identifying and Eliminating Time Wasters
- Setting Goals and Priorities
- Planning and Managing Time for Self and Others

Using the Telephone Properly

- Professional Telephone Behavior
- Rules for Good Listening
- Making Appointments