



## Computer -Based Office Administration and Organization Training

### Description

#### Introduction

##### **This program is designed for:**

Office professionals, office administrators, supervisors of clerical and administrative staff, and executive/personal assistants.

#### Objectives

- Define the competencies needed to run present and future offices.
- Apply their business writing skills and organize their emails using MS Outlook 2010.
- Organize their office time using the MS Outlook 2010 calendar.
- Manage and coordinate their relationship with their manager using soft skills and computer-based methods.
- Develop and apply document management strategies.

#### Content

##### **Developing the Modern Administrator's Competencies**

- Identifying Competencies Needed for Success
- Being an "Action" Person
- Setting Up, Measuring and Achieving Your Objectives
- Interacting with Others and Networking for Success
- Personal Productivity
- How MS Outlook 2010 Can Aid Productivity
- Overview of MS Outlook 2010 Ribbon, Toolbar and Navigation Pane

##### **Office Communication**

- Choosing the Right Communication Medium

- Essentials of Business Writing and Form Design
- Using MS Outlook 2010 to Write Emails and Manage Contacts
- Organizing and Categorizing your Email Folders and Creating Rules
- Eliminating Email Overload
- Applying Design Themes to your Emails
- Creating Professional Signatures
- Working with Personal Stationery
- Creating your Own Address Book and Organization of Contacts

## **Time Organization**

- Proactive versus Reactive Styles
- Organizational Concepts, To-Do Lists and Reminders
- Using MS Outlook 2010 Calendar to Schedule
- Appointments, Events, Meetings, etc.
- Prioritizing Concepts and How to Apply them Electronically
- Creating and Working with Notes
- Creating and Organizing your Tasks through MS Outlook 2010
- Organizing Professional Meetings
- Writing Agendas for Effective Meetings
- Preparing Professional Minutes of Meetings

## **Managing your Relationship with your Manager**

- Knowing your Manager and Organizing the Relationship
- Knowing your Manager's Expectations
- Communicating with your Manager
- Planning and Scheduling Tasks
- Delegation Concepts and Applications Using MS Outlook 2010 Tasks
- Sharing the MS Outlook 2010 Calendar with your Manager

## **E-Filing and Document Management**

- Organizing your Computer Files
- Essentials of a Good Filing System
- E-Filing versus Paper Filing
- Office Organization Strategies
- Data File Management