



Course Module: SMART Office Management

Total Sessions: 24 | Duration per Session: 1.5 hours | Total Duration: 36 hours

Course Introduction: This course on "SMART Office Management" is designed to equip participants with essential office management tools and technologies. It will cover the basics of using computers, Microsoft Office applications (Word, Excel, PowerPoint), and Google Workspace tools like Gmail, Docs, Sheets, Slides, and more. Additionally, the course will explore the integration of AI and ChatGPT to optimize productivity in a modern office setting. The objective is to provide comprehensive knowledge and practical skills for managing office tasks effectively, boosting efficiency, and improving communication and collaboration.

Course Objectives:

1. Introduce participants to the foundational elements of computers and office tools.
2. Develop proficiency in Microsoft Office applications for day-to-day office tasks.
3. Teach the professional use of Google Workspace tools to enhance collaboration.
4. Explore AI tools like ChatGPT for office automation and smart decision-making.
5. Provide practical knowledge on email etiquette and professional communication.
6. Improve participants' ability to manage documents, presentations, spreadsheets, and meetings efficiently.
7. Encourage the use of digital tools to streamline office operations.

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

1. Use computer basics and troubleshoot common issues.
2. Efficiently work with Microsoft Word, Excel, and PowerPoint for creating documents, data management, and presentations.
3. Utilize Gmail and Google Workspace tools (Docs, Sheets, Slides) professionally.
4. Conduct virtual meetings and manage collaborative projects using Google Meets and Google Classroom.

5. Leverage Google Forms, Contacts, and Sites for efficient data collection and management.
6. Apply AI tools like ChatGPT for automating routine tasks and improving office productivity.
7. Implement smart strategies for office communication and management.

Who Should Join:

- Office administrators looking to improve their technical skills.
- Business professionals who want to enhance their knowledge of office tools.
- Recent graduates and job seekers aiming to strengthen their office management capabilities.
- Entrepreneurs and small business owners who need smart management solutions.
- HR and project managers seeking to streamline office operations.
- Anyone interested in learning how to use AI tools like ChatGPT for office efficiency.

Assessment Procedures:

1. Practical assignments after each session.
2. Quizzes to test knowledge of each tool.
3. A final project that requires the application of all tools learned (e.g., creating an office management report using Google Sheets, Docs, and ChatGPT).
4. Active participation in collaborative tasks using Google Workspace.
5. Evaluation of email and communication proficiency through simulated office tasks.
6. Mid-course practical test on managing data and presentations using Microsoft Office.
7. Overall course participation and engagement in AI-based office management tools.

Session Breakdown:**Session 1: Introduction to Basics of Computer**

1. Understanding Computer Hardware and Software
2. Operating Systems (Windows, macOS, Linux)
3. File Management (Creating, Saving, Organizing Files and Folders)
4. Internet and Web Browsing Essentials
5. Security and Privacy in Computer Usage

6. Introduction to Cloud Computing
7. Troubleshooting Common Computer Problems

Session 2: Introduction to Microsoft Word

1. Overview of Word Interface
2. Creating, Saving, and Formatting Documents
3. Inserting Tables, Images, and Shapes
4. Working with Styles and Templates
5. Document Proofing (Spelling and Grammar Check)
6. Collaboration Features (Track Changes, Comments)
7. Printing and Sharing Documents

Session 3: Advanced Features in Microsoft Word

1. Using Headers, Footers, and Page Numbers
2. Mail Merge for Bulk Mailing
3. Using References, Citations, and Bibliographies
4. Creating Forms in Word
5. Document Protection and Permissions
6. Inserting SmartArt and Charts
7. Working with Macros

Sessions 4-11: MS Excel Mastery (8 Sessions)

Session 4: Introduction to Microsoft Excel

1. Excel Interface Overview
2. Creating and Saving Workbooks
3. Entering Data and Managing Worksheets
4. Formatting Cells and Data
5. Basic Formulas (SUM, AVERAGE, COUNT)
6. Basic Functions (Text, Logical, Date Functions)
7. Using Autofill and Data Validation

Session 5: Intermediate Excel Formulas and Functions

1. Working with Relative and Absolute Cell References
2. Using Functions like IF, AND, OR, CONCATENATE
3. Text Functions (LEFT, RIGHT, MID, FIND)
4. Lookup Functions (VLOOKUP, HLOOKUP)
5. Conditional Formatting for Data Analysis
6. Working with Named Ranges
7. Creating and Managing Formulas Across Worksheets

Session 6: Data Analysis with Pivot Tables

1. Introduction to Pivot Tables
2. Creating and Formatting Pivot Tables
3. Using Filters, Slicers, and Timelines
4. Grouping Data in Pivot Tables
5. Calculated Fields and Calculated Items
6. Analyzing Large Datasets
7. Visualizing Data Using Pivot Charts

Session 7: Data Visualization with Charts and Graphs

1. Creating Basic Charts (Bar, Line, Pie)
2. Customizing Charts (Titles, Legends, Axes)
3. Using Data Series and Trendlines
4. Advanced Chart Types (Combo, Waterfall)
5. Creating Dynamic Charts with Excel Data
6. Chart Formatting and Layout Options
7. Best Practices in Data Visualization

Session 8: Advanced Excel Features

1. Introduction to Array Formulas
2. Using MATCH and INDEX Functions
3. Advanced Lookup Techniques
4. Automating Repetitive Tasks with Macros
5. Using Data Tables and What-If Analysis
6. Goal Seek and Scenario Manager
7. Working with External Data (Import/Export)

Session 9: Excel for Data Management

1. Data Sorting and Filtering
2. Removing Duplicates and Cleaning Data
3. Creating and Using Tables for Data Organization
4. Consolidating Data from Multiple Worksheets
5. Advanced Data Validation Techniques
6. Data Entry Forms in Excel
7. Creating Custom Views for Data Presentation

Session 10: Automation and Collaboration in Excel

1. Automating Tasks with Macros
2. Sharing Workbooks for Team Collaboration
3. Tracking Changes in Excel

4. Protecting Workbooks and Worksheets
5. Working with Excel Online
6. Integrating Excel with Other Microsoft Tools
7. Final Excel Project: Automating a Report

Session 11: Excel Dashboards and Reporting

1. Introduction to Dashboards
2. Creating Interactive Dashboards with Excel
3. Using Slicers and Pivot Charts in Dashboards
4. Designing Professional Dashboards
5. Connecting External Data to Dashboards
6. Best Practices for Dashboard Design
7. Creating a Complete Dashboard Report

Session 12: Introduction to Microsoft PowerPoint

1. Creating a New Presentation
2. Applying Themes and Slide Layouts
3. Inserting Images, Videos, and Audio
4. Using Animations and Transitions
5. Working with Slide Master
6. Presentation Delivery Tips
7. Sharing and Printing Presentations

Session 13: Professional Uses of Gmail

1. Setting Up and Managing Gmail Accounts
2. Email Etiquette for Professional Communication
3. Organizing Inbox with Labels and Filters
4. Scheduling Emails and Using Google Tasks
5. Managing Contacts and Groups
6. Gmail Security Settings
7. Integrating Gmail with Google Calendar

Session 14: Introduction to Google Docs

1. Creating and Formatting Documents in Google Docs
2. Collaboration and Sharing Features
3. Using Comments and Suggestions for Teamwork
4. Converting Word Documents to Google Docs
5. Offline Mode in Google Docs
6. Document Version Control
7. Printing and Exporting Docs

Session 15: Introduction to Google Sheets

1. Google Sheets Interface Overview
2. Creating, Formatting, and Sharing Spreadsheets
3. Basic Formulas and Functions in Google Sheets
4. Collaborating on Sheets in Real-Time
5. Using Data Validation and Conditional Formatting
6. Inserting Charts and Graphs
7. Google Sheets vs Excel Comparison

Session 16: Introduction to Google Slides

1. Creating Presentations in Google Slides
2. Collaboration Features in Slides
3. Inserting Multimedia and Embedding Content
4. Slide Design and Customization
5. Using Templates for Consistency
6. Presenting with Google Slides
7. Integrating Google Slides with Other Tools

Session 17: Google Meet for Virtual Meetings

1. Scheduling and Hosting Meetings in Google Meet
2. Managing Participants and Meeting Settings
3. Screen Sharing and Presentation Mode
4. Recording Meetings and Storing Files
5. Using Chat and Reactions During Meetings
6. Breakout Rooms for Group Discussions
7. Best Practices for Conducting Virtual Meetings

Session 18-24: Integration of AI, Email Communications, and Smart Office Tools (7 Sessions)

Session 18: Introduction to AI Tools (ChatGPT)

1. Overview of AI in Office Management
2. Automating Email Responses with AI
3. ChatGPT for Document Summarization
4. Using AI to Analyze Data
5. AI-Generated Reports and Presentations
6. Introduction to Natural Language Processing
7. AI and Ethical Considerations in Office Management

Session 19: Professional Uses of ChatGPT

1. Writing Professional Emails with ChatGPT
2. Automating Meeting Summaries and Agendas
3. Using ChatGPT for Generating Ideas and Content
4. Editing and Proofreading with AI Assistance
5. ChatGPT for Data Analysis Support
6. Creating Smart Reports with ChatGPT
7. Exploring AI in Future Office Applications

Session 20: Integration of Microsoft Office and AI

1. Automating Workflows with Power Automate
2. Leveraging AI for Data Analysis
3. AI-Powered Presentations in PowerPoint
4. Integrating AI in Email and Calendar Management
5. Enhancing Collaboration with AI Tools
6. Advanced Automation and Task Management

Sessions 21-22: Email Communications (2 Sessions)

Session 21: Fundamentals of Professional Email Communication

1. Importance of Email Communication in the Workplace
2. Setting Up a Professional Email Signature
3. Writing Clear and Concise Emails
4. Email Etiquette: Do's and Don'ts
5. Organizing Your Inbox for Efficiency
6. Using CC and BCC Appropriately
7. Scheduling and Managing Emails
8. Drafting Formal Emails (Requests, Invitations)
9. Managing Email Threads and Conversations
10. Responding to Difficult Emails (Complaints, Feedback)

Session 22: Advanced Email Communication Skills

1. Writing Persuasive and Impactful Emails
2. Managing Complex Conversations and Threads
3. Handling Difficult Emails (Complaints, Feedback, etc.)
4. Best Practices for Follow-Up and Confirmation Emails
5. Using Email Templates for Repetitive Tasks
6. Email Security and Privacy (Encryption, Phishing Protection)
7. Managing Email Overload with Filters and Folders

8. Using Tools like Google Tasks and Keep for Follow-Up
9. Responding to Time-Sensitive Emails
10. Integrating Emails with Task Management Tools

Session 23-24: Final Project and Practical Application

1. Collaborative Project Using Excel and Google Workspace
2. Real-World Office Simulation Task (Email, Excel, Presentation)
3. Final Presentation Using PowerPoint or Google Slides
4. Project Evaluation and Feedback
5. Using AI Tools for Enhancing the Project Outcome
6. Peer Review and Team Collaboration Assessment
7. Course Review and Wrap-Up

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THE END!