



Telephone: 00971-2-6452630

Professional Administration & Office Management

Introduction:

What differentiates exceptional administrators from the rest of the crowd? What does it take to be a star administrator? This course gives essential and in-depth practical techniques that will enable you to excel at your workplace. During this course, you will learn multi-disciplined best practices such as how to be a better business writer and a master communicator. This course also focuses on the importance of providing exceptional internal and external customer service and the impact of doing this.

Who Should Attend?

Administrative Personnel, Supervisors, Administration Officers, Administrators, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Managers, existing or prospective Office Managers, records and information managers, Senior Administrators and Supervisors of junior level employees, anyone involved in office management and administration skills and practices

Moreover, you will thoroughly have the chance to discuss the effects of stress at the workplace and ways to turn them to an advantage. You will also learn how mastering your effective usage of time will inevitably enhance your productivity and lower your stress level. Another topic you will explore is how

you can organize and run an effective and professional meeting. Finally, you will learn in detail, how you can improve your phone handling capabilities.

Course Objectives:

By the end of this course delegates will learn how to:

- Develop a service attitude and mindset aimed at the internal and external customer
- List the main causes of stress and apply the techniques needed to control them
- Define and understand the role of the office manager and administrator
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner
- Apply time management techniques required for better office productivity
- Organize meetings effectively
- Handle telephone calls properly and professionally

Course Outline:

The Role of the Office Manager and Administrator

- Perception versus reality
- The 3Ds of successful administrators: dramatically and demonstrably different
- Competencies required for success
- What it takes to be a 'star' at work
- Identifying your role

Effective Verbal and Written Communication Skills

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- Improving credibility and gaining recognition
- Importance of having positive attitude
- Being assertive
- Selling your ideas to the boss, colleagues, subordinates and clients
- Preparing a professional presentation
- What constitutes professional business writing
- Style and layout
- Obtaining your objective with the reader
- Readers' expectations

Serving the Internal and External Customer

- Understanding the needs of internal and external customers
- Removing services barriers
- Providing excellent service
- Breaking down the silo mentality
- Handling complaints

Stress Management Techniques

- Causes and symptoms
- Identifying your stressors
- How stress affects performance
- Formulating a comprehensive stress management plan

Effective Time Management

- Identifying and eliminating time wasters
- Setting goals and priorities
- Using measures to control and improve your effectiveness
- Planning and managing time for self and others
- Preparing time logs and learning from them

Organizing Meetings

- Elements of an effective meeting
- Preparing the agenda
- Meeting common time wasters
- Taking minutes of meetings

- Responsibilities of meeting leaders and participants

Using the Telephone Properly

- Professional telephone behavior
- Rules for good listening
- Steps in professional handling of an incoming call
- Dealing with difficult callers
- Identifying common phone problems and formulating solutions