

Advanced Office Management Techniques

Introduction:

This course is designed to increase the skills of senior support personnel across a range of disciplines. The course identifies and examines the key components of the role and within each element builds up a range of approaches and techniques for operating an efficient office or support team. These elements include interpersonal, communication, organizational and time management competencies.

As can be seen from the course outline below, the event is broken down by the day to broadly reflect the key components of the role. However, as you will discover when you attend the event, such skills and techniques will be required in a blended and integrated way as you meet the challenges of your workplace. Throughout the event, you will practice communication, organizational and planning skills on an ongoing and linked basis as you would within your normal working environment.

Who Should Attend?

Administrative personnel, Supervisors, Administration Officers, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Administrators & Managers, HR Officers, PA's & Secretaries, Records Officers, Events Planners & Designers, Event Managers, Project Coordinators, Customer Service Personnel, Procurement Officers, Support Staff, anyone involved in office management and administration skills and practices, Office Administrators, Office Professionals, Supervisors of clerical and administrative staff, Executive Secretaries, Personal Assistants

Course Objectives:

At the end of this seminar participants will:

- Identify the key components within the job role of the Office Manager/ Executive Assistant / PA
- Practice the techniques and skills demonstrated on the event
- Discuss experiences with fellow delegates and learn possible techniques for advancement of such skills in Facilitator led discussions
- Build an approach that suits their own individual style and workplace

Course Outline:

The Office Manager / Executive Assistant Role: An Overview

- An introduction to the program
- What are competencies and how can they help?
- Identifying common issues and challenges
- What makes you indispensable
- The changing world of the office manager
- The larger picture
- Managing changes in the workplace
- Personal qualities and skills of the office manager

Setting and Meeting Objectives

- Getting organized
- Effective time management
- Planning skills and project management
- Mind mapping for planning, projects and problem solving
- Allocating resources to tasks and projects
- Identifying and dealing with pressure points

Resource and Team Management

- Monitoring performance - team and self
- Team appraisals and reviews
- Embedding a new team member effectively
- Managing team issues
- Working through conflict
- The 9 traits of highly effective teams
- Coaching techniques
- Disciplinary issues

Communication Skills

- Building rapport and networking skills
- Body language
- Verbal, vocal and visual communication
- Dealing with difficult people
- Giving feedback
- Can you say No! assertive communication
- Effective telephone communication

The Working Day

- Presentation techniques
- Leadership skills
- Influencing styles
- Personal action plan