



# Office Management Skills

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# Office Management Skills

## Introduction

A professional Office Manager effortlessly combines a diverse range of responsibilities ensuring that office processes and activities are efficiently and smoothly managed. This course will help you develop an assertive and organized approach to managing people and processes in your office, to facilitate harmonious and productive working. It includes key management skills and planning techniques to improve information flow and achieve objectives

## Who Should Attend?

- Office managers
- Executive assistants
- Anyone who is responsible for the planning and organizing of an office environment

## Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

## **Certificate**

**BTS** attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

## **Objectives**

- Understanding best practice in key office procedures
- Learning roles and responsibilities of office personnel
- Being familiar with the working relationships
- Developing personal organization and interpersonal skills
- Being able to manage office communications and meetings
- Learning how to manage time and prioritize structures
- Being familiar with staff performance and motivation

## **Contents**

### **DAY 1:**

- The office
- Defining the role of the office manager
- Defining personality and personality development
- Human relations in business
- Working efficiently and effectively

### **DAY 2:**

- Handling visitors effectively
- Business meeting
- Making travel arrangements
- Secretarial Accounts

- Logistics - The art of effective planning & organizing

### **DAY 3:**

- Mastering time & workflow management skills
- Influencing across your organization
- Prioritizing - How to cram 24 hours into a morning
- Managing change - Gaining commitment
- Taking control - Stick to your guns

### **DAY 4:**

- Telephone systems and techniques
- Essential negotiation skills - Forging win/win outcomes
- Effective communication - Written & spoken
- Dealing with difficult situations - People & emotions
- Dealing with pressure & stress
- Resource and Team Management

### **DAY 5:**

- Security awareness in offices
- Ethics in the workplace
- Entertainment etiquette
- Dealing with managers, colleagues and staff
- Traveling for business