



# Effective Office Management Techniques

## Introduction

In modern working environments, more and more assistants are encouraged to take on office management responsibilities. Whether it is purely taking over the day to day running of office activities or taking on a team of staff to help. This can be very challenging as not only will your workload increase but you will be required to use skills you have never used before. It is not uncommon to feel lost and unsupported in the office management role, everyone having high expectations of you and yet offering very little help and guidance

## Who Should Attend?

- Managers
- Supervisor
- Who regularly takes on office management responsibilities
- Those who are in existing office management positions

## 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**

- Apply assertive communication and problem-solving skills
- Apply techniques to plan and manage workload effectively and achieve objectives
- Understand the range of responsibilities and skills required by the office manager
- Apply various approaches when dealing with the management of tasks, teams and individuals
- Create and apply a checklist of systems and procedures to aid the smooth running of the office

## **Contents**

### **DAY 1**

- Understanding the core components of the office manager role
- Clarifying expectations
- How to plan - a step by step framework for success
- The importance of robust project management skills
- Documentation control
- Organizing and structuring processes and procedures
- Problem solving and decision making

## DAY 2

- Review how you spend your time through a self-audit exercise
- Develop a systematic way of managing a workflow
- Identify your personal 'time stealers'
- Avoid 'hurry sickness' and be aware of your greater goals
- Work at an optimum level to ensure successful outcomes
- Realize personal skills required to use time more effectively
- The critical importance of robust negotiation skills

## DAY 3

- Learn your strengths and play to them
- Tactics and counter tactics
- Why win/win is the ultimate goal in any negotiation
- How to get your message across firmly and fairly
- Best practice communication models: Email, communication Meetings
- Effective business writing
- Writing instructions and process guides
- Getting your hands on the information you need

## DAY 4

- Influencing upwards
- The role of influencing within modern organizations
- Influencing across business functions
- How to priorities in a way that works for you
- Best practice time management techniques
- Practical steps for increasing productivity and efficiency
- How to introduce change painlessly

## DAY 5

- Pre-empting and managing potential negative impact
- Dealing with the organizational hierarchy
- How to handle emotions and feelings in a professional way
- Conflict resolution - suggested strategy and outcomes
- The importance of keeping things in perspective
- Dealing with crisis scenarios