Global Horizon
TRAINING CENTER

Training Course:
Advanced Office Management & Effective
Administration Skills

29 April - 3 May 2024
Barcelona (Spain)
Grupotel Gran Via 678

Training Course:
Advanced Office Management & Effective Administration Skills

Training Course code: OM5014 From: 29 April - 3 May 2024 Venue: Barcelona (Spain) - Grupotel Gran Via 678 Training Course Fees: 5250 Euro

Introduction

To excel as an Office Manager, Administrator, or Secretary you need to perfect your interpersonal and behavioral skills, to ensure you stay in control and on top of every one of your responsibilities.

In this program you will learn how to:

- Prioritize your daily responsibilities to achieve maximum output
- Streamline your work practices and office environment
- Communicate effectively and assertively at all levels
- Understand yourself and others thereby improving interactions and relationships
- Use techniques to help you think creatively, solve problems, plan, and make decisions

Course Objectives of Advanced Office Management & Effective Administration Skills

Participants attending the program will:

- Learn how to prioritize and cope with multiple tasks
- Learn how to think as a manager - planning, making decisions and solving problems
- Learn how to improve their communication skills to enhance their relationships
- Learn to manage your thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace
- Understand and develop intrapersonal and interpersonal skills

Course Methodology of Advanced Office Management & Effective Administration Skills

The program will be interactive and practical; with learning, methods to suit every kind of learning preference. There will be activities in groups and pairs as well as individual exercises and everyone will get an opportunity to discuss their work challenges in a supportive environment. There will also be an opportunity to practice assertive communication skills through role-play and to present a presentation towards the end of the week.

Targeted Audience of Advanced Office Management & Effective Administration Skills

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff

- PA⬜s

Course Outlines of Advanced Office Management & Effective Administration Skills

Taking Control of Your Work Life

- Introductions - Getting to know each other
- Understanding and clarifying purpose, vision and mission
- External and internal customer service
- The secret to working smarter rather than harder
- Using high leverage activities to achieve more in less time
- Controlling, prioritizing and organizing your work
- Making a long term plan to create the best office in the company!
- Streamlining your office systems
- Getting your paperwork under control
- Making your office user friendly and efficient

Essential Administrative Skills

- Harnessing the power of the mind - through Mind Mapping Techniques
- Right brain/left brain theory
- Managing larger projects to meet deadlines
- Planning skills - using a Gannt chart to chart work progress
- Problem-solving techniques
- Becoming more proactive
- Decision-Making tools
- Managing meetings effectively
- Keeping minutes of meetings
- Working with more than one manager

Vital Communication Skills

- Common communication mistakes
- Different styles of communication
- Communicating with Confidence
- Learning to be more assertive
- Win-win conflict resolution
- The most effective way to say no
- Understanding and using body language
- Understanding gender differences in communication
- Overcome biases and discomfort associated with exercising power
- Understanding different personality types and how to deal with them
- How to create an effective working relationship with any kind of boss

Developing as a professional

- Listening skills - seeking to understand before being understood
- The number one reason we don⬜t listen well
- Creating a professional image
- Leadership skills
- Knowing and accepting yourself as a leader
- Making things happen from anywhere in the organization

- How to make presentations with confidence and power
- Overcoming the fear of public speaking
- Learn the essentials of planning a presentation
- How to hold the attention of a group
- Painless methods for giving corrective feedback
- Best practices for delivering positive feedback

Self-Empowerment and Self-Management

- Understanding the main causes of stress
- How to build self-confidence and strength the ability to respond to difficult situations
- How to relax and refresh the mind and body
- The signs, symptoms, causes and triggers to stress
- Why stress is a powerful messenger
- How to break the vicious cycle of stressful thinking
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-ness
- Becoming a more proactive, responsible and self-aware person
- Continuing Professional Development - where to go from here

Registration form on the Training Course:
Advanced Office Management & Effective Administration Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng): ....
Position: ....
Telephone / Mobile: ....
Personal E-Mail: ....
Official E-Mail: ....

Company Information

Company Name: ....
Address: ....
City / Country: ....

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): ....
Position: ....
Telephone / Mobile: ....
Personal E-Mail: ....
Official E-Mail: ....

Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

☐ Please invoice me

☐ Please invoice my company

Easy Ways To Register

| Telephone: +201095004484 to provisionally reserve your place. | Fax your completed registration form to: +20233379764 | E-mail to us : info@gh4t.com or training@gh4t.com | Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt. |