



*Training Course:  
Advanced Office Management & Handling  
Pressure & Stress*

*2 - 6 September 2024  
Milan (Italy)*

## Training Course: Advanced Office Management & Handling Pressure & Stress

Training Course code: MA234839 From: 2 - 6 September 2024 Venue: Milan (Italy) - 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.

participate actively in relating the principles of stress management to the particular needs of their workplace.

In this training program you will learn how to:

- Prioritize your daily responsibilities to achieve maximum output
- Understand and better appreciate the importance of managing stress
- 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 & Handling Pressure & Stress

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
- Use effective communication to lead others during times of great pressure
- Help your team find creative solutions to workplace difficulties & challenges
- Enhance your leadership skills and improve your ability to cope with stress

### Course Outlines of Advanced Office Management & Handling Pressure & Stress

Day 1

Personal Leadership Skills for Handling Pressure & Stress

- Stress and its effects on the body, mind, and spirit
- Holistic response to stress
- Relationship between mind and body
- Personality styles and response to stress
- Understanding Introvert and Extravert responses to stress

## Day 2

### 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 Gantt 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

## Day 3

### Leading with Confidence During Challenging Times

- Coping with a sudden change
- Leading others during sudden changes
- Recognizing the symptoms of short term and long term effects of stress
- Motivating yourself and others under pressure
- Building confidence during stressful times

### work Life Balance

- Set and communicate your work hours to your colleagues and customers so that you have clear boundaries.
- Invest in relationships
- Make space in your schedule for family time.
- Prioritize quality time.
- Ask for help.

## Day 4

### Improving Leadership Effectiveness in Managing Crisis

- Crisis management skills
- Recognizing opportunities for change in a crisis
- Helping the team look for creative opportunities
- Practicing creative leadership in facing a crisis
- Removing blocks to creative solutions in a crisis

## Day 5

### 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 & Handling Pressure & Stress

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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  
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