Training Course:

Office Management & Effective Administration Skills

2 - 6 December 2024
Geneva (Switzerland)

Training Course:
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Training Course code: OM1091 From: 2 - 6 December 2024 Venue: Geneva (Switzerland) - Training Course Fees: 5250 〼 Euro

Introduction

Managing an office has become an increasingly sophisticated and complex job. The increased demand for speed and accuracy, knowledge of new technology and an increasingly diverse workforce bring challenges and also opportunities for growth. This dynamic and in-depth course explores some of the more advanced skills which can help an office manager to work more confidently, creatively, and effectively.

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

The Goals

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 Process of 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.

Course Benefits of Office Management & Effective Administration Skills

- Substantial increase in motivation and confidence
- In-depth understanding of the principles and practices of successful office managers
- More calm and satisfying work-life through stress management and self-awareness
- Greater self-respect and communication impact through learning to speak assertively
- Overcoming fear of public speaking and creating an effective presentation
- Knowing how to get organized and stay on top of your tasks and time

Course Results of Office Management & Effective Administration Skills

- More proactive confident team players
- Increased creativity and productivity
- More motivated customer-focused staff
- Reduced absenteeism and illness through reduced stress levels
- Greater harmony through increased self-awareness and interpersonal skills
- More productive meetings and better time management

Core Competencies of Office Management & Effective Administration Skills

- Time Management - prioritizing and productivity
- Setting up paperwork systems which work
- Planning, decision making and problem-solving skills
- Communication skills
- Self Management - including stress management and emotional intelligence

Course Outlines of Office Management & Effective Administration Skills

Taking Control of Your Work Life

- Understanding and clarifying purpose, vision, and mission
- The secret to working smarter rather than harder
- Controlling, prioritizing and organizing your work
- 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
- Managing larger projects to meet deadlines
- Planning skills - using a Gannt chart to chart work progress
- Problem-solving techniques
- Decision-Making tools
- Managing meetings effectively

Vital Communication Skills

- Different styles of communication
- Learning to be more assertive
- Win-win conflict resolution
- Understanding and using body language
- Understanding gender differences in communication
- Understanding different personality types and how to deal with them

Developing as a professional

- Listening skills - seeking to understand before being understood
- Creating a professional image
- Leadership skills
- How to make presentations with confidence and power
- Learn the essentials of planning a presentation

- Best practices for delivering positive feedback

Self-Empowerment and Self-Management

- Understanding the main causes of stress
- The signs, symptoms, causes and triggers to stress
- 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:
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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

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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. |