



# Training Course: Office Administration and Management Course

8 - 19 September 2024 Dubai (UAE) Residence Inn by Marriott Sheikh Zayed Road, Dubai



# Training Course: Office Administration and Management Course

Training Course code: OM234894 From: 8 - 19 September 2024 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 6640 🛘 Euro

# Introduction

How do you become a very effective and successful Office administrator? Office administrative responsibilities deal with overseeing the daily functions of various inter-disciplinary departments to have operations flow smoothly and reduce the workload from higher-level managers.

The major job responsibility of an office administrator is to guarantee the efficient functioning of all connected departments within an organization. They perform as a connecting linkage between departments and between the employees and the management. Your position and role demand you to keep operations moving effortlessly.

# **Course Objectives**

By the end of the Office Administration and Management Course, the participants of this course will be able to:

- Understand the importance of their role in an organization
- Learn different tactics when dealing with tasks concerning the management and individuals from different departments
- Develop action plans to complete their tasks more effectively
- · Understand the techniques of Planning, Organizing, and Controlling
- Learn the techniques to manage records and documentation
- · Learn how to control emotions during stressful situations
- Enhance your multi-tasking Skills
- Learn the skills of Priority Management
- Implement verbal and written communication approaches
- · Coordinate and organize meetings effectively
- · Manage telephone calls efficiently and professionally
- Learn to make quick decisions and resolve office-related matters
- · Develop relationships throughout the organizational structure
- Develop a customer-centric and service attitude and mindset
- Learn the main causes of stress and apply the practices to control it



- Employ time management techniques for better efficiency
- To submit information in a more effective manner
- Manage time efficiently and be able to think proactively
- · Perform basic HR functions and roles
- Think and perform like a manager for effective managerial tasks

# Course Methodology

This workshop is a very interactive session as participants from all cultures participate in this training program and share their own office experiences and challenges. Customized modules can be arranged for organizational-specific learning requirements. This program involves group discussions, case studies, and role-plays.

# Organizational Benefits

The organizational benefits of employees who participate in this Office Administration and Management Course will be as below:

- Improved productivity and creativeness among employees
- They will be able to communicate effectively
- Develop skills to build a network of working relationships
- Employees learn to be more proactive
- · There is increased productivity in office management
- Improved time management is noticed
- There are improved office optimism and satisfaction
- There is a reduction in employee absenteeism
- · Reduction in office stress is experienced
- Employees improve their written communication
- · Administrators are able to manage and present information more effectively
- They are able to work on office systems and technology in an efficient way

# Personal Benefits

Participants who enrol in this Office Administration and Management Program will benefit in the following ways:



- There is an increased sense of self-confidence that leads to self-satisfaction
- · Participants become more goal-oriented in all aspects of life
- · Increased assertiveness is observed
- · Improved organizational skills overflow outside the workplace
- There is an improve interpersonal skills
- Individuals have a reduced stress level and improved stress management skills
- There is an increase in self-value and therefore an increase in motivation
- Their presentation and public speaking skills are developed
- Individuals are able to manage time for themselves and for others

# **Target Audience**

#### This program is designed to provide:

- Office Administrators
- Assistants
- · Administrative Supervisors
- Staff
- Executive Secretaries,
- · Personal Assistants,
- · Records Management Officers
- · Office Managers

This training program in Office Administration and Management Program allows you to evaluate and develop your interpersonal and professional skills.

# Course Outline

Below is the course outline and the modules that would be covered during the Office Administration and Management Training Course:

# Day 1

#### Role of an Office Administrator

- Understanding Your Organizational structure
- · Organizing the Organization: Smart techniques
- · Competencies to be a successful Administrator
- · Identifying your job role and your value



- Managing Processes and managing people
- Team Management

#### Day 2

# Developing an Effective Office Management System

- Tips and Techniques as an office administrator
- · Creating a process flow for different tasks
- Creating schedules and To-Do Lists
- Effectively using Outlook, schedulers, planners
- An ideal office management system
- Framework for an idea Office Management
- Making things easy as an Administrator

#### Day 3

# Becoming a <code>Star Administrator</code> in Office

- Increasing credibility and securing recognition
- · Developing a positive attitude
- Being assertive at the workplace and the balance
- Taking up control at work
- Selling your ideas to people around you
- Managing Working Relationships at all levels
- · Conflict management skills

# Day 4

#### **Customer-Centric Mindset**

- · Serving internal and external clients, vendors, and customer
- Understanding the needs
- Eliminating services barriers



- Effective ways to build rapport
- Providing excellent customer service
- Becoming the face of your organization
- · Handling complaints diplomatically

### Day 5

# Office Technology

- Office Technology: Introduction
- Overuse and Misuse of technology
- · Office layout and ergonomics
- Desk Management
- Heading towards a paperless system
- Using office technology to the fullest
- Information and Data Management
- · Presentation of statistical information

# Day 6

# **Event and Travel Management**

- Travel Arrangements
- Events and Meeting Management
- Business Correspondence
- Filing and Documentation Management
- The paper flow system
- Basic Accounting Skills
- Basic Computer Skills

# Day 7

**Business Meetings** 



- · Organizing objective-oriented meetings
- · Elements of effective meetings
- · Coordination and Organizing meetings
- Preparing meeting agendas
- · Controlling time
- Identifying meeting challenges
- Maintaining the minutes of meetings

# Day 8

# Time Management

- Managing time effectively
- Identifying and eradicating time wasters
- Setting SMART goals and priority levels
- · Measures and parameters to control effectiveness
- Planning time for self and others
- Maintaining time logs and improvising on the use of time

# Day 9

# Telephonic Skills as an Office Administrator

- Using the telephone, the most productive way
- Professional Telephone Etiquette and behaviour
- Principles for good and effective listening
- Steps in professionally handling a business call
- Use of phone applications
- Handling difficult callers
- Understanding common phone problems

Day 10



# **Emotional Intelligence**

- Emotional Intelligence: True sign of corporate maturity
- Principles of emotional intelligence
- Building your self-confidence
- Facing and dealing with difficult situations
- Handling requests by multiple managers and organizing the workload
- Integrating emotional intelligence with office management
- Techniques to become practical and responsible as an Administrator



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provisionally reserve your

place.

# Registration form on the Training Course: Office Administration and Management Course

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Euro

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

registration

form to: +20233379764

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