

Course objectives

The main objective of this course is to help the participants develop an assertive and organized approach to managing people and processes in your office, to facilitate a harmonious and productive workplace. By the end of this course, participants should be able to:

- Define and understand the required responsibilities and skills of the office manager
- Develop time management, planning and organizing skills
- Understand effective office policies and procedures
- Improve communication skills

Course topics

Some of the topics to be covered in the course include:

- Defining the role of the office manager
- Examining company structures & organization charts
- Office Administration: office layout and dealing with the paper flow
- Filing & organizing tips
- Policies & procedures
- The planning process
- Setting objectives
- Using technology in time management
- Prioritizing tasks by urgency & importance
- Identifying timewasters
- Dealing with interruptions
- Delegation techniques
- Effective communication skills
- E-mail etiquette
- Understanding cultural differences
- Dealing with difficult people & situations

Target participants

The course is designed for office managers, personal assistants and secretaries or administrative personnel and other employees of government offices, NGOs, companies, and other organizations who deal with the day-to-day running of an office.

Course methodology

This course is in the format of a workshop, in which the participants are actively involved in all learning activities. It will combine theory and practice whereby participants apply the skills introduced in the course. Participants are encouraged to share their relevant experiences from their workplace.

Class size: Class is limited to 20 participants.

Duration : 3 days

MISSION
Together we succeed