

# Office Management



## INTRODUCTION

Office Management Course is intended to develop the interpersonal and professional skills required by office administrators and personal assistants. Delegates will be presented with a practical overview of the hands-on managerial duties, responsibilities and the essential knowledge required for fulfilling their role successfully. This course will teach you the people skills, managerial acumen and be an administrative savvy to keep things under control and functioning smoothly in even the most tiring and challenging business environments. This programme covers a broad range of fundamental business and office management competencies.

## Learning Objectives and Outcome

Specific learning objectives include:

- Understand the roles and responsibilities of an office manager
- Be aware of, and deal with, health, safety and environmental issues at work
- Understand effectively the office policies and procedures
- Ensure the smooth running of the office at all times
- Understand different methods of filing, their advantages and disadvantages.

## TRAINING METHODOLOGY

A combination of any of the following may be applied:

- Knowledge review
- Reflective reviews
- Oral presentations
- Role-play/scenarios
- Written reports

## PROGRAMME SUMMARY

Research among global leaders identified the top ten communications skills for effective team management – active listening, giving feedback, relationships of trust, respect for others, collaboration, conveying vision, setting priorities, motivating, facilitating and negotiating. This programme provides practical techniques so you can master these skills to build high achieving teams where people feel valued. You will leave confident you can inspire and motivate team members to give of their best.