BLACKBIRD FOR TRAINING

Comprehensive Course The Integrated System for Secretarial and Office Management

4 – 15 October 2027
Kigali (Rwanda)



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Introduction

This Office Management and Secretarial Training Course provides a comprehensive and practical guide to mastering integrated systems for secretarial and office management. Designed to enhance participants' skills and knowledge, the course equips them with the tools and strategies needed to work efficiently and professionally in modern workplaces.

The program covers a wide range of topics, including secretary roles and responsibilities, office project planning, time management, file organization, and effective use of integrated business systems. By focusing on system integration solutions and performance system integration, participants will learn how to boost productivity, ensure smooth operations, and achieve professional success.

Course Objectives

- Develop Core Skills: Acquire essential secretarial and administrative skills to enhance work efficiency.
- Master Time Management: Learn advanced strategies for time management and task prioritization.
- Improve Communication: Develop effective verbal, written, and non-verbal communication skills for a professional environment.
- Utilize Modern Technology: Gain expertise in using integrated business systems and modern office management tools.
- Enhance Productivity: Apply system integration solutions to streamline workflows and boost overall productivity.
- Prepare for Certification: Build qualifications for obtaining an Office Management Certificate and advancing to office manager positions.

Course Outlines

Day 1: Introduction to Secretarial and Office Management

- Secretary Meaning: Understanding the roles and importance of secretarial work in a modern organization.
- Overview of the duties of an office manager and their impact on organizational success.
- Fundamentals of office organization and file management.
- Basics of time management: prioritizing tasks effectively for optimal productivity.
- Developing effective communication skills, including verbal and non-verbal techniques.

Day 2: Modern Office Management Tools and Techniques

- Exploring tools like Microsoft Office Suite, Google Workspace, and integrated business systems.
- Best practices for managing emails, phone communications, and professional correspondence.
- Organizing productive meetings and events with modern tools.
- Techniques for multitasking, handling workplace pressure, and writing professional documents.
- Introduction to system integration solutions to enhance performance.



Day 3: Managing and Organizing Daily Schedules

- Setting up and managing daily schedules and appointments efficiently.
- Effective preparation for meetings and creating professional agendas.
- Strategies for effective interactions with colleagues, managers, and clients.
- Techniques for handling visitors and managing client relations.
- Introduction to scheduling tools and document management systems for task organization.

Day 4: Planning and Organizing Office Projects

- Steps for successful office project planning and task delegation.
- Managing electronic archives and ensuring digital workspace organization.
- Preparing and delivering impactful presentations.
- Fundamentals of negotiation skills and problem-solving techniques.
- Building successful professional relationships using an integrated leadership system.

Day 5: Strategies for Personal Productivity Improvement

- Techniques for improving personal productivity and focus.
- Creating a productive work environment, both physical and digital.
- Setting realistic goals and tracking progress for professional growth.
- Participating in office manager training for continuous learning and improvement.
- Reviewing and applying key performance evaluation strategies.

Day 6: Advanced Time Management Techniques

- Advanced prioritization methods such as the Eisenhower Matrix.
- Planning long-term tasks and managing tight deadlines effectively.
- Leveraging technology for scheduling and automating repetitive tasks.
- Overcoming procrastination and building motivation for task completion.
- Using time-tracking tools to measure and improve personal productivity.

Day 7: Effective Workplace Communication

- Developing strong written communication skills, including emails and reports.
- Active listening and providing constructive feedback.
- Understanding the role of non-verbal communication in professional interactions.
- Conflict resolution and handling difficult conversations professionally.
- Improving public speaking and presentation skills.



Day 8: Using Technology to Optimize Office Tasks

- Overview of essential tools like Trello, Asana, Slack, and Zoom.
- Best practices for managing both physical and digital files securely.
- Basic data analysis techniques for better decision-making.
- Troubleshooting common office technology issues.
- Exploring system integration testing to ensure seamless tool functionality.

Day 9: Managing Workplace Change and Adaptability

- Understanding change management in the workplace.
- Strategies to maintain productivity and morale during workplace transitions.
- Adopting new technologies and integrating them into office operations.
- Building resilience and stress management techniques.
- Collaborating with peers to navigate organizational changes.

Day 10: Comprehensive Review and Practical Applications

- Recap of the course concepts and lessons learned.
- Interactive exercises to apply key skills, including communication, scheduling, and project planning.
- Mock scenarios for practicing workplace challenges and finding effective solutions.
- Individual and group feedback to identify areas of improvement.
- Final Q&A session and roadmap for continued professional development.

Why Attend this Course: Wins & Losses!

- Comprehensive Skillset: Gain expertise in secretarial work, office management, and systems integration.
- Career Advancement: Prepare for office manager positions and earn certifications like the Office Management Certificate or Office Manager Certification.
- Technology Mastery: Learn to use integrated business systems and system integration solutions to optimize office workflows.
- Productivity Boost: Apply advanced techniques to increase personal and team productivity.
- Leadership Development: Enhance your leadership skills using an integrated leadership system to excel in your administrative role.

Conclusion

This Office Management and Secretarial Training Course is tailored to help participants excel in modern administrative roles. By focusing on integrated systems, office project management, and effective communication, the course prepares participants to manage tasks with confidence and efficiency.

Upon completion, participants will be equipped with the practical skills to handle daily office operations, communicate effectively, and maintain high productivity. They will also be well-prepared to pursue certifications like the Office Manager Certification and take on advanced roles in office management and administrative leadership.



Enroll today to enhance your career and thrive in modern workplace environments!

