

Office Management & Effective Administration Skills

UK Traininig

PARTNER



Office Management & Effective Administration Skills

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.

Office Management & Effective Administration Skills training course will help you to develop and refine the skills needed to excel as an Office Manager, Administrator or Executive Secretary. It will explore in depth the interpersonal and behavioral skills necessary to ensure you are well prepared for the challenges of working with a variety of management styles. On this Office Administration training course, you will also learn how to stay in control whilst dealing with conflicting priorities. Becoming more effective as an Office manager will definitely make your job easier and make you more valuable in the eyes of your managers and the company stakeholders. Office Managers need to be expert multi-taskers - even if you're doing more than four things at once, that's probably still not enough! You need to be indispensable - to know exactly who to call to fix that pesky problem your boss has. And to be truly indispensable you need to be organized, be an excellent communicator, and be able to deal with whatever challenging situation your working life presents you with. This Advanced Office Management & Effective Administration Skills training course will help you to do that.

Course Objectives

At the end of this course the participants will be able to:

- Extend their understanding of their roles and the key contribution they make to organizational success
- Review their working relationships
- Review and develop their personal organization, communication, and interpersonal skills
- Develop an action plan to help themselves, their boss, and other colleagues work in more effective and efficient ways
- Recognize how to priorities and cope with multiple tasks
- Develop the skills necessary to plan, make effective decisions and solve problems, and handle pressure
- Apply practical techniques to improve communications skills
- Understand how to manage challenging behaviors
- Apply assertiveness to be more effective in the workplace

Course Outlines

Day 1

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

A graphic of a chessboard with several chess pieces (a king, queen, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board, with 'UK Training' in a smaller font above 'PARTNER' in a large, bold, black font.

UK Training
PARTNER

- External and Internal Customer Service
- Gaining an insight into your Strengths and Weaknesses

Day 2

Essential Administrative Skills

- Harnessing the power of the mind - through Mind Mapping Techniques
- Managing larger projects to meet deadlines
- Planning skills - using a Gantt chart to chart work progress
- Problem-solving techniques
- Decision-Making tools
- Managing meetings effectively
- Mind Mapping Techniques
- Right Brain / Left Brain Theory
- Planning and Problem Solving Skills
- Managing Meetings Effectively
- Working with more than One Manager

Day 3

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
- Communication Styles and When to Use Them
- Communicating with Confidence

Day 4

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
- Painless Methods for Giving Corrective Feedback

Day 5

Self-Empowerment and Self-Management

- Understanding the main causes of stress
- The signs, symptoms, causes, and triggers of stress
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-ness

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, black, sans-serif font.

UK Training
PARTNER



- Becoming a more proactive, responsible and self-aware person
- Continuing Professional Development - where to go from here
- How to Build Self-confidence and Strengthen the Ability to Respond to Difficult Situations

UK Training
PARTNER

Head Office: +44 7480 775 526 | 0 7401 177 335
Email: training@blackbird-training.com
Website: www.blackbird-training.com



Blackbird Training Cities

Europe & USA



Zurich (Switzerland)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

USA & CANADA



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami(USA)



New York (USA)



Toronto (Canada)

UK Training
PARTNER

Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Tailand)



Beijing (China)



Jakarta (Indonesia)
(Malaysia)



Moscow (Russia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Kuala Lumpur

Afrika



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Dubai (UAE)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)

UK Traininig
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Refinement

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



International House 185 Tower Bridge
Road London SE1 2UF United Kingdom



+44 7401 1773 35
+44 7480 775526



training@blackbird-training.com



www.blackbird-training.com

UK Training

PARTNER

