

Office Management & Effective Administration Skills

Cape Town (South Africa)

30 June - 4 July 2025

UK Training

PARTNER

Office Management & Effective Administration Skills

Code: SA28 From: 30 June - 4 July 2025 City: Cape Town (South Africa) Fees: 3300 Pound

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 that can help an office manager 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

- 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 prioritize and cope with multiple tasks.
- Develop the skills necessary to plan, make effective decisions solve problems, and handle pressure.
- Apply practical techniques to improve communication 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.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The pieces are in shades of gold and silver. The board is white and black squares. In the background, there are concentric circles radiating from the center.

UK Training
PARTNER

- Getting your paperwork under control.
- Making your office user-friendly and efficient.
- 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.
- Becoming a more proactive, responsible, and self-aware person.
- Continuing Professional Development - where to go from here.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

- How to Build Self-confidence and Strengthen the Ability to Respond to Difficult Situations.

UK Training
PARTNER



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
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 Elevation

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

 Sales@blackbird-training.com

 www.blackbird-training.com



UK Training
PARTNER

The image features a graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it. The text 'UK Training PARTNER' is overlaid on the board, with 'PARTNER' in a larger, bold font.