



Training Seminars & Conferences



An Intensive 5-Day Training Seminar On

# Office Management Professional

(Office Management and  
Effective Administration Skills)

24 - 28 Nov 2019, Dubai  
22 - 26 Mar 2020, Dubai  
22 - 26 Nov 2020, Dubai



 View Details

# Office Management Professional

## (Office Management and Effective Administration Skills)

### INTRODUCTION

Office Management Professional is an exciting and interactive training course. It is designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively – *thereby contributing to their own, their boss' and their organisation's success.*

In this EuroMaTech training course participants learn how to:

- Manage a Network of Working Relations
- Communicate Effectively
- Manage Time for Yourself and Others
- Manage the Performance of Admin Staff
- Improve Written Communications
- Manage and Present Information
- Organise and Improve Office Systems

### ILM CERTIFICATION

The Office Management Professional is endorsed by ILM. Delegates will complete an assessment at the end of the training course and, if successful, will receive an additional certificate from ILM. The assessment will focus on the topics covered by this training course.

### WHO SHOULD ATTEND?

- All administrative personnel and people newly appointed to supervisory roles, along with Secretaries and PA's within the office environment, who want to build on their skills and knowledge

### PROGRAMME OBJECTIVES

- Extend their understanding of their roles and the key contribution they make to organisational success
- Review their working relationships
- Review and develop their personal organisation, communication and interpersonal skills
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways

### TRAINING METHODOLOGY

Office Management & Effective Administration Skills is a highly interactive training course, providing everyone with an opportunity to exchange views and learn from each other's experiences. The training course also includes a range of case studies, management games discussions and exercises.

### PROGRAMME SUMMARY

This EuroMaTech training course covers a wide range of interrelated topics critical to the effectiveness of office personnel and administrative staff in meeting their roles and maximising their contribution to their teams and organisations. Emphasis is placed on building on existing good practice and on recognising areas where improvements can be made and developing strategies accordingly. Emphasis is also placed on managing



*ILM is one of the largest specialist Institutes for leadership & management development. EuroMaTech is a life-time Approved Centre with ILM (ID No. 002398) and have gained ILM Endorsement for a number of training seminars, allowing participants to get ILM Certificate through work-based training sessions.*

# PROGRAM OUTLINE

## DAY 01

### Programme Introduction / Roles, Competences and Personal Effectiveness

- Programme Introduction and Objectives
- Action Planning
- The 'competence' model of skills, behaviours and values
- Emotional and Chronistic Intelligence
- Personal Competence Review
- Time Management Constraints – *resources, systems, other people and self*
- Handling Requests and Conflicting Priorities

## DAY 02

### Team Working, Communication and Meetings

- Team Working and Team Roles
- Briefing skills – *giving, receiving and passing on*
- Organising and Participating in Meetings
- Notes, Minutes and Follow-up

## DAY 03

### Managing Working Relationships / Communication Skills / Supervising Admin Staff

- Delegation – *giving and receiving*
- Coaching and Training Colleagues and Staff – *skills of on-job training*
- Communication and Listening Skills – *lessons from NLP*
- Building Rapport
- Developing a Network of Working Relationships – *influencing skills*
- Assertiveness and Conflict
- People Problems and Problem People
- Helping others Perform – *case study*
- Practical Motivation
- Criticism Skills

## DAY 04

### Managing Time / Desk Management and Office Technology / Writing Skills

- Planning and Priority Setting
- Office Layout and Ergonomics
- Managing the Paper-load and Developing Paperless Systems
- Getting the best from Office Technology
- Letter Writing
- E-mail Efficiency and Etiquette
- Writing and Editing Reports
- Proof-Reading Skills
- Setting up / developing writing layout and style guidelines for the organisation
- Writing & Designing Presentation Slides

## DAY 05

### Managing Information & Budgets / Improving Customer Service and Systems

- Principles of information management – *scheduling, filtering and digesting*
- Interpreting and presenting statistical information
- Designing and using graphs
- Designing surveys, presenting findings and interpreting meaning
- Basic concepts of financial management
- Monitoring budgets and variance
- Improving customer service and systems – *continuous improvement*
- Action planning

## IN-HOUSE TRAINING

EuroMaTech is capable of conducting this training programme exclusively for your delegates. Please e-mail us on [inhouse@euromatech.ae](mailto:inhouse@euromatech.ae) for further information and/or to receive a comprehensive proposal.

## QUALITY CERTIFICATIONS & ACCREDITATIONS

EuroMaTech is proud to be associated with the following accreditation bodies:



The PMI® Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

# Office Management Professional

## (Office Management and Effective Administration Skills)

✓	Date	Venue	Fee(\$)
	24 - 28 Nov 2019	Dubai	US\$4,950
	22 - 26 Mar 2020	Dubai	US\$4,950
	22 - 26 Nov 2020	Dubai	US\$4,950

*This fee is inclusive of instruction materials, documentation, lunch, coffee/tea breaks & snack. All Fees are subject to 5% Value Added Tax (VAT).\**

### Your Details

Name (Mr/Ms):.....  
Position:..... Organisation:.....  
Address:.....  
.....  
City / Country: .....  
Telephone / Fax: .....

### Mode Of Payment

- Please find enclosed a cheque made payable to EuroMaTech  
 Please invoice me  
 Please invoice my company as follows:

Contact Name: .....  
Company Name: .....  
Address:.....

#### Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates. In addition, a special note pad to facilitate note taking will be provided.

#### Certificates

A Certificate of Completion will be issued to those who attend & successfully complete the programme.

#### Schedule

Our Course timings commences at 08:30 and concludes at 14:00, followed by lunch on a daily basis.

#### Hotel Accommodation

EuroMaTech has negotiated special rates for a limited number of rooms in the hotel. Early registration will help to secure a room at the reduced rate.

#### Registration & Payment

Please complete the registration form on this page & return it to us indicating your preferred mode of payment. For Further Information, Contact Your Nearest EuroMaTech Office.

#### Cancellation Policy

Request for seminar cancellation must be made in writing & received at EuroMaTech three weeks prior to the seminar date. A U.S.\$250/- processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.

#### Disclaimer

EuroMaTech reserves the right to alter the content, location of the Seminar, or the identity of the speakers in case of events beyond our control.

**\*VAT Announcement:** The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.

### Contact Us:

#### U.K. Office:

109 Mount Pleasant  
Liverpool L3 5TF, United Kingdom  
Telephone: +44 151 709 7100  
Fax: +44 151 709 7181

#### Middle East Office:

P.O. Box 74693  
Dubai, United Arab Emirates  
Telephone: +971 4 4571 800  
Fax: +971 4 4571 801

#### Email Address:

info@euromatech.ae

#### Website:

www.euromatech.com



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