



Training Seminars & Conferences

An Intensive 5-Day Training Seminar On

The Office Professional and Records Management Masterclass

24 Nov - 05 Dec 2019, Dubai
22 Mar - 02 Apr 2020, Dubai
22 Nov - 03 Dec 2020, Dubai



 View Details

www.euromatech.com

An ISO 9001:2015
and ISO 29990:2010
Certified Company

The Office Professional and Records Management Masterclass

INTRODUCTION

The Office Professional and Records Management Masterclass is an exciting and interactive training course, designed to provide participants with the opportunity to review and develop interpersonal and professional skills needed to do their jobs effectively, thereby contributing to personal and organizational success.

After exploring and developing the multi-faceted skills required of the office professionals and administrative staff (including both inter-personal and technical skills), the combination allows participants to explore in more detail the issues involved in meeting responsibilities for managing documentation and records.

This EuroMaTech training course also covers the strategies, tools and technologies used to capture, categorise, manage, store, preserve (archive) and deliver documents and records in support of business processes, as well as the core components of ISO 15489 so that organisations become compliant with best practices.

WHO SHOULD ATTEND?

- This unique 10-day EuroMaTech training course will be beneficial to all those who want to build on their office management, administration skills and knowledge and are interested in understanding document and records management best practices and how it can be implemented successfully

PROGRAMME OBJECTIVES

- Extend their understanding of their roles as office managers and administrators and the key contribution they make to organisational success
- Review and develop their personal organisation, communication and interpersonal skills
- Review their working relationships
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways
- Understand the key concepts and overall architectural scope of records and document management
- Develop business cases and business requirements for records management systems
- Identify the business drivers for improving document and records management in their organisations

- Determine how document and records management can be implemented across their organisations
- Assess the implications of technologies, including Enterprise Content Management (ECM) on document and records management
- Understand the key concepts and overall scope of ISO 15489 and how to apply ISO 15489 in their organisations

TRAINING METHODOLOGY

This highly interactive EuroMaTech training course provides participants with an opportunity to exchange views and learn from each other's experiences. Participants will learn by active participation during the training course through the use of a wide variety of instructional techniques.

There will be group exercises and a range of case studies to present "best practices" approach. In addition there will be in depth discussion of critical success factors.

PROGRAMME SUMMARY

Days 1 to 5 of the The Office Professional and Records Management Masterclass training course cover 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 the network of relationships and inter-personal skills and communication.

Days 6 to 10 of the The Office Professional and Records Management Masterclass training course covers all the essential skills needed to understand, use and apply document and records management and all the essential skills needed to understand, use and apply ISO 15489 records management standard. Discussions focus on the use of best practice, processes and systems implementation as well as how to apply all the key concepts. Emphasis is also placed on participants developing action plans to implement document and records management successfully in their organisations and other initiatives following from the training course.

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 for further information and/or to receive a comprehensive proposal.



DAY 06

Strategy and understanding key elements of Documents & Records Management Compliance

- Introduce document and records management
- ISO 15489 Part 1 and Part 2 overview
- Business case and drivers
- Business requirements for managing document and records
- Managing information as an asset
- Understanding the terminology
- Document and records management strategies
- Information governance

DAY 07

Concepts and Set-up Components

- Document and records life-cycle
- Capture and storage management
- Storage and handling
- Preservation and archiving
- Metadata and indexing
- Classification schemes
- Searching and retrieving
- Controls and security
- Legislation, standards and regulation

DAY 08

Process and Delivery

- Information gathering: audit and survey
- Building a business case
- Business requirements
- ISO 15489 Part 1
 - » How to set ISO 15489 policies and standards
 - » Assigning responsibilities and authorities
 - » Establishing procedures and guidelines
- Business classification scheme
- IT infrastructure details
- Model office and rollout

DAY 09

Implementation Planning

- Implementation planning
- ISO 15489 Part 2
 - » Designing, implementing and administering specialized systems for managing records
 - » Integrating records management into business systems and processes
- Information audit: monitoring compliance
- Project and programme planning

DAY 10

Case Studies

- Introduction to Case Studies
- Group 1 – Strategy: Developing a business case
- Group 2 – Concepts: Training and awareness programme
- Group 3 – Process: Developing policy and standards

QUALITY CERTIFICATIONS & ACCREDITATIONS



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

The Office Professional and Records Management Masterclass

✓	Date	Venue	Fee(\$)
	24 Nov - 05 Dec 2019	Dubai	US\$9,900
	22 Mar - 02 Apr 2020	Dubai	US\$9,900
	22 Nov - 03 Dec 2020	Dubai	US\$9,900

*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:.....



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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.

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