



An Intensive 5-Day Online Training Course

Office Management Professional

(Office Management and Effective Administration Skills)



PROGRAMME SUMMARY

This EuroMaTech online 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 the network of relationships and inter-personal skills and communication.

Date	Venue	Fee(\$)
21 - 25 Nov 2021	Live / Online	US\$ 3,000
13 - 17 Mar 2022	Live / Online	US\$ 3,000
20 - 24 Nov 2022	Live / Online	US\$ 3,000

INTRODUCTION

Office Management Professional is an exciting and interactive online 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 online 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

Classroom
learning service
available



TRAINING METHODOLOGY

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

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.



Training Seminars & Conferences
www.euromatech.com



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info@euromatech.ae

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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

QUALITY CERTIFICATIONS & ACCREDITATIONS



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.

COURSE OUTLINE



Day 1

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 2

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 3

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 4

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 5

Managing Information & Budgets / Improving Customer Service and Systems

- Principles of information management – scheduling, filtering and digesting
- Interpreting & presenting statistical information
- Designing & 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

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All Fees are subject to 5% Value Added Tax (VAT)*

Your Details

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

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:.....
Email:

Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates.

Certificates

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

Registration & Payment

Please complete the registration form on this page & return it to us indicating your preferred mode of payment.
For Further Information, email us at info@euromatech.ae.

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.

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