



## **Administration and Office Management Professional**

**Course Venue:** UK - London

**Course Date:** From 5 Dec 2021 To 9 Dec 2021

**Course Place:** London Paddington

**Course Fees:** 4700 GBP



## **Objectives:**

### **By the end of the program, participants will be able to:**

- Define and understand the role of the office manager / administrator.
- Acquire time management skills required for better office productivity.
- Handle telephone calls properly and professionally.
- List the main causes of stress and the techniques needed to control them.
- Learn communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer.

## **The Course Outlines**

### **The Role of the Office Manager/Senior Administrator**

- Perception Versus Reality
- Competencies Required for Success

### **Effective Communication Skills**

- Improving Credibility and Gaining Recognition
- Speaking and Listening
- Being Assertive
- Selling Your Ideas to the Boss, Colleagues, Subordinates and Clients

### **Written Communication**

- Style
- Layout
- Clear Writing
- Proof Reading

### **Controlling Stress**

- Symptoms
- Causes
- Solutions

### **Serving the Internal and External Customer**

- Understanding the Needs of Internal and External Customers
- Having the Right Attitude
- Providing Excellent Service
- Handling Complaints

### **Organizing Meetings**

- Preparing the Agenda
- Taking Minutes

### **Managing Time**



- Identifying and Eliminating Time Wasters
- Setting Goals and Priorities
- Planning and Managing Time for Self and Others

### **Using the Telephone Properly**

- Professional Telephone Behavior
- Rules for Good Listening
- Making Appointments