UNIX Trainers & Consultants
Head Office: Wema Twins Annex, Plot No. 181,
Boko-Bagamoyo Road, P.O. Box 33826, Dar es salaam.
Mob: +255-715-361-880/+255-754-361-880
Email: info@unixtrainers.com; training@unixtrainers.com
Website: www.unixtrainers.com

Skills Enhancement on Office Management and Administration

Course Overview:

Learn how to efficiently organize, manage and administer the office and the workplace environment, including both personnel and office equipment and systems.

This very practical Program provides expert training on the most important duties of modern office managers, administrators, supervisors and personnel; it aims to produce office managers/administrators who can effectively and efficiently supervise services essential to the smooth running of the enterprise. The office and its personnel must be well managed, which requires training, supervision and control of personnel, equipment, and computer systems; and management of the communications network, the reception, the mailroom, cashiering, accounts work, stationery, office layout, and much more. This practical and useful Program covers all of this and more.

Course Objectives:

At the end of this course, the participants will be able to:

- Prioritize their daily responsibilities to achieve maximum output
- Streamline their work practices and office environment
- Communicate effectively and assertively at all levels
- Understand their selves and others thereby improving interactions and relationships
- Use techniques to help them think creatively, solve problems, plan, and make decisions
- Improve their communication skills to enhance their relationships
- Develop their skills interpersonal skills
- Manage their thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace

Course Coverage:

Topic 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
- Getting your paperwork under control
- Making your office user-friendly and efficient

Topic 2: Essential Administrative Skills:

- Harnessing the power of the mind – through Mind Mapping Techniques
- Managing larger projects to meet deadlines
- Planning skills – using a Gannt chart to chart work progress
- Problem-solving techniques
- Decision-Making tools
- Managing meetings effectively

Topic 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

Topic 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

Topic 5: Self-Empowerment and Self-Management:

- Understanding the main causes of stress
- The signs, symptoms, causes and triggers to 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

Targeted Groups:

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- PA's