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Advanced Office Management & Effective Administration Skills in the Public Sector

Course Overview:

Advanced Office Management & Effective Administration Skills training course provides an important refresher course for office managers and administrators. As well as focusing on the skills needed, it also provides the opportunity to share best practice with other delegates.

Office managers take responsibility for making sure the entire office or complex of offices runs smoothly. This may include duties such as managing and supervising one or several administrative assistants so it is important that these valuable employees be helped to sharpen and develop their skills in both administrative and management responsibilities.

Course Objectives:

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

- Manage time and Prioritize their daily responsibilities to achieve maximum output
- Streamline their work practices and office environment
- Communicate effectively and assertively at all levels
- Manage business meetings efficiently
- Manage electronic records, and reports effectively
- Manage filing and indexing with the most modern styles
- Use project management skills to execute office tasks
- Use techniques to help them think creatively, solve problems, plan, and make decisions

Course Coverage:

Topic 1: Office Planning & Organizing:

- Define an office and state the specific functions of an office
- Welcome and Introduction & Introduce session aims and objectives
- Office planning and layout
- The organizing: accessibilities, responsibilities, qualifications.
- Attributes and Responsibilities of the office manager and his team.
- Discussion Q&A

- Homework

Topic 2: Filing and Indexing:

- A quick review of the last session
- Homework solution
- Introducing session objectives
- Information resources & tools
- Filing and indexing
- Filing equipment
- Discussion Q&A
- Homework

Topic 3: Electronic Records Management:

- A quick review of the last session
- Homework solution
- Introducing session objectives
- ERM Business Drivers
- Capture, Metadata, Classification
- Information Governance
- ERM Technology Solutions
- ERM Standards
- Discussion Q&A
- Homework

Topic 4: Effective Communication & Time Management:

- A quick review of the last session
- Homework solution
- Introducing session objectives
- Communication and its components
- Barriers to communication
- 7 C's of effective communication
- Nonverbal communication and body language
- Time management
- Discussion Q&A
- Homework

Topic 5: Effective Administration Skills:

- Quick review of the last session
- Homework solution
- Introducing session objectives
- Office management planning
- Office task management (using mind mapping &Gantt chart).
- Problem-solving techniques
- Effective Meeting Management
- Working with more than one manager
- Discussion Q&A
- General review

- Closing the session and thanking the participants & granting certificates and congratulate them.

Targeted Groups:

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff