



Office Management 2-Days

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This is a highly interactive workshop covering every aspect of office administration. It is specifically targeted at office administrators, personal assistants and employees who are responsible for a variety of duties, all of which are essential to the smooth running of the department or company as a whole.

This workshop is best completed over a two-day period and has also proven itself to be particularly effective when presented on an in-house basis to a group of support staff.

About this Course...

To assist PA's, receptionists, project administrators and office administrators in reaching goals and setting of high standards in the smooth operation of the company and management team.

Who Should Attend this Course?

This course will benefit all Office Administrators, Office Managers, PAs, and Secretaries.

Outcome

At the end of this workshop, the learner will be able to approach the re-organisation of their day with confidence and purpose as well as having the necessary information to present a professional and efficient support system to management and clients alike.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
110021	4	6	Achieve personal effectiveness in a business environment

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2 Days

Content

Topic	What You Will Learn
Skills, Qualities and Attributes Required for Success	• How to realise our full potential and what should we expect from ourselves?
Understanding People	• A module on personality profiling and how to effectively implement that knowledge
Setting Clear Goals and Expectations	• Theoretical and practical approach to goal setting – SMART goals
Identifying Urgent Versus Important Tasks and Realistic Deadlines	• Distinguishing the urgent tasks from the important tasks • Using the time matrix
Clear Communication, Delegation and Assertive Speech	• Criteria for assertive expression and good delegation • The feedback session • Seven attitudes to dissolve conflicts • Positive speech – developing a CAN-DO attitude
The Key to Effective Written Communication	• The six C's of business letter writing • Keep your business letter to the point! • Keep your audience in your mind • How much is too much?
Maintaining Professionalism and Etiquette	• How does etiquette affect every area of our working life?
Etiquette, Procedures and Protocol	• Defining what etiquette is and using it in different situations • The aspects of etiquette
Confidentiality	• Confidentiality in the workplace
Practical Advice on Lists and Organisation	• Setting up standard operating procedures
Effective Minute Taking	• The do's and don'ts of minute taking
Keeping an Effective Diary	• Desktop diary filing system
A Project Management Approach	• A project management approach into the office environment

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
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