

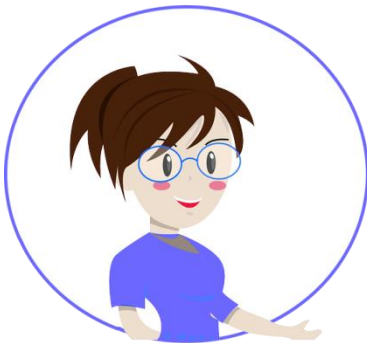
# Office Management 2-Days

## 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       | <b>Achieve personal effectiveness in a business environment</b> |

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

|   |  |
|---|--|
| Skills, Qualities and Attributes Required for Success             | <ul style="list-style-type: none"> <li>• How to realise our full potential and what should we expect from ourselves?</li> </ul>  |
| Understanding People  | <ul style="list-style-type: none"> <li>• A module on personality profiling and how to effectively implement that knowledge</li> </ul>  |
| Setting Clear Goals and Expectations                              | <ul style="list-style-type: none"> <li>• Theoretical and practical approach to goal setting - SMART goals</li> </ul>   |
| Identifying Urgent Versus Important Tasks and Realistic Deadlines | <ul style="list-style-type: none"> <li>• Distinguishing the urgent tasks from the important tasks</li> <li>• Using the time matrix</li> </ul>  |
| Clear Communication, Delegation and Assertive Speech              | <ul style="list-style-type: none"> <li>• Criteria for assertive expression and good delegation</li> <li>• The feedback session</li> <li>• Seven attitudes to dissolve conflicts</li> <li>• Positive speech – developing a CAN-DO attitude</li> </ul> |
| The Key to Effective Written Communication                        | <ul style="list-style-type: none"> <li>• The six c's of business letter writing</li> <li>• Keep your business letter to the point!</li> <li>• Keep your audience in your mind</li> <li>• How much is too much?</li> </ul>                            |
| Maintaining Professionalism and Etiquette                         | <ul style="list-style-type: none"> <li>• How does etiquette affect every area of our working life?</li> </ul>  |
| Etiquette, Procedures and Protocol                                | <ul style="list-style-type: none"> <li>• Defining what etiquette is and using it in different situations</li> <li>• The aspects of etiquette</li> </ul>  |
| Confidentiality   | <ul style="list-style-type: none"> <li>• Confidentiality in the workplace</li> </ul>   |
| Practical advice on Lists and Organisation                        | <ul style="list-style-type: none"> <li>• Setting up standard operating procedures</li> </ul>   |
| Effective Minute Taking   | <ul style="list-style-type: none"> <li>• The do's and don'ts of minute taking</li> </ul>   |
| Keeping an Effective Diary  | <ul style="list-style-type: none"> <li>• Desktop diary filing system</li> </ul>  |
| A Project Management Approach                                     | <ul style="list-style-type: none"> <li>• A project management approach into the office environment</li> </ul>  |