



HM016: Mastering the Art of Office Administration

Training Description:

This course is an exciting and interactive course designed to provide delegates with the professional skills and tools they need to do their job effectively, contributing to personal and organisational success. This course will offer delegates the opportunity to test and learn from the best, using case studies and current examples from the international business community.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Learn how to make self-manage become more effective and efficient
- ✓ Practise assertive verbal and non-verbal communication for best results
- ✓ Explore ways to negotiate effectively using listening and questioning skills
- ✓ Understand the importance of professional presence on the job
- ✓ Identify ways to manage the performance of administrative staff and to manage your boss
- ✓ Master techniques to plan and manage workload effectively and achieve objectives
- ✓ Understand and apply time management and prioritisation techniques effectively
- ✓ Familiarity with different methods of filing, their advantages and disadvantages
- ✓ Learn how to recognise and manage conflict to achieve greater productivity
- ✓ Develop problem-solving skills to increase your effectiveness and value in your team

What will you gain?

- ✓ Gain practical skills and knowledge to improve the overall administration within your office, or organisation
- ✓ Understand what makes a good administrator
- ✓ Plan and prioritise time and activities
- ✓ Deal successfully with colleagues and customers

Training Designed for:

This course is intended for Administrators, Office Managers, Secretaries & Personal Assistants and Administrative Personnel.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ Introduction
- ❖ **Getting Organised (I)**
 - Dealing with Email
 - Managing Electronic Files

- Keeping Track of the Paper Trail
- Making the Most of Voice Mail
- ❖ **Getting Organised (II)**
 - Keeping Your Workspace Organised
 - Using a To-Do Book
 - The Extra Mile: Adding Project Management Techniques to Your Toolbox
- ❖ **Managing Time**
- ❖ **Getting It All Done on Time**
- ❖ **Special Tasks**
- ❖ **Verbal Communication Skills**
- ❖ **Non-Verbal Communication Skills**
- ❖ **Empowering Yourself**
 - Being Assertive
 - Resolving Conflict
 - Building Consensus
 - Making Decisions
- ❖ **The Team of Two**
 - Working with Your Manager
 - Influencing Skills
 - What to Do in Sticky Situations
- ❖ **Taking Care of Yourself**
 - Ergonomics
 - Stress Management
 - Dealing with a Heavy Workload
- ❖ **Course Conclusion**
- ❖ **POST-ASSESSMENT and Evaluation**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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