Tel No:+97126654546 | Fax No:+97126654182 | Email: training@cmc-me.com | www.cmc-me.com



SS057:
Administration and Office Management:
Best Practices and Technologies

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Training Description:

To manage an office effectively you need to first manage yourself, and then manage your time, tasks, and others in order to achieve maximum success. This intensive training course will help increase your motivation and confidence through understanding of principles and best practices of successful office management.

You will learn to prioritize, plan, and solve problems not just to get your work done on time, but to have continuous improvement in productivity. You will learn to communicate more confidently in public, meetings, and with all levels of staff, including managing difficult behaviours. Finally, you will gain self-management skills which will help you to cope with stress, keep a 'can do' positive attitude, and enjoy your job each day no matter what the challenges are.

This course will highpoint:

- Best practices for managing your daily responsibilities to achieve maximum output and success
- Best practices for streamlining your workflow and office environment
- Best practices for communicating effectively and assertively at all levels
- Best practices for releasing your personal potential, increasing self-discipline & self-awareness
- Best practices for creative thinking, problem solving, planning, and decision making

Training Objectives:

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

- ✓ Prioritize and cope with multiple tasks without missing deadlines
- ✓ Think like a Manager – planning, making decisions and solving problems
- ✓ Manage their thoughts and feelings to improve self-confidence and self-empowerment
- ✓ Communicate effectively and assertively at all levels and in all situations
- ✓ Manage paperwork, diaries, meetings, presentations, and phones more effectively

Training Designed for:

This course is intended for anyone who works as office personnel as it will help them become more confident and effective at organizing their work and their office to achieve maximum out-put with minimal stress. Further, this is suitable to a wide range of professional, but will greatly benefit the Administration Assistants, Personal Assistants, Secretaries, Supervisors/Team Leaders, Office Managers and any individual working in the office support field.

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.

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Training Program:

DAY ONE:

- Pre-Test
- Introduction
- Taking Control of your Work Life
  - Different styles of communication
  - Learning to be more assertive
  - Win-win conflict resolution
  - Understanding and using body language
  - Understanding different personality types and how to deal with them

DAY TWO:

- 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 and decision making techniques
  - Decision Making tools

DAY THREE:

- Vital Communication Skills
  - Different styles of communication
  - Learning to be more assertive
  - Win-win conflict resolution
  - Understanding and using body language
  - Understanding different personality types and how to deal with them

DAY FOUR:

- 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

DAY FIVE:

- Self-Empowerment and Self-Management
  - Understanding stress and learning coping skills
  - 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
- Course Conclusion
- Post-Test and Evaluation

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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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