

Course Title

Administration and Office Management

Credit Hours

As Scheduled

Venue

As Scheduled

Date

As Scheduled

Objectives

- **By the end of this Course participants will be able to:**
 - ✓ Develop the skills and attributes of a first class office professional and make a greater contribution in their workplace.
 - ✓ Become more confident
 - ✓ Become more proactive
 - ✓ Communicate more confidently and effectively with your manager, colleagues and other departments
 - ✓ Deal with the difficulties and pressures of working in a modern office.
 - ✓ Priorities between urgent and important tasks
 - ✓ Plan, organize and manage time more effectively
 - ✓ Present yourself more confidently and efficiently
 - ✓ Write, email and use the phone more professionally and effectively.

The Delegates

- ✓ Delegates attending this event will be involved in the operational running of an office or fulfil the role of an Executive or Personal Assistant to Senior or Middle Management.
- ✓ It will also be a constructive development event for those individuals with some office management experience looking to move into a more senior position as an Office Professional or Administration team leader / supervisor.
- **The course is targeted at:**
 - ✓ Office Administrators
 - ✓ Office Professionals
 - ✓ Supervisors of clerical and administrative staff
 - ✓ Executive Secretaries
 - ✓ Personal Assistants C

Contents

- **Introduction and Course overview.**
- **Setting the scene, assessing existing skills, Time Management**
 - ✓ General introduction
 - ✓ Assessing prior skills and knowledge
 - ✓ Competencies required
 - ✓ Perceptions, attitudes and beliefs
 - ✓ Learning Styles/Thinking Styles
 - ✓ Time management skills
 - ✓ Time Management Group Activity
 - ✓ Video on time management
- **Organising and Planning**
 - ✓ Managing workflow
 - ✓ Techniques for organising and planning – brainstorming, SWOT analysis.
 - ✓ Goal setting, setting SMART objectives
 - ✓ Group Activity
 - ✓ Mind Mapping
 - ✓ Video
 - ✓ Group Activity – mind mapping exercise

Title

Training & HR Development



- ✓ Managing meetings
- **Communication Skills**
 - ✓ Understanding Assertiveness
 - ✓ Group Activity on assertiveness
 - ✓ Listening and questioning skills
 - ✓ Group activity on listening effectively
 - ✓ Body Language
 - ✓ Group activity on body language
- **Team working**
 - ✓ Conflict management
 - ✓ Dealing with difficult people
 - ✓ Managing upwards
 - ✓ Stress management
 - ✓ Group Team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management
- **Presentation skills**
 - ✓ Telephone skills
 - ✓ Writing skills
 - ✓ Email etiquette
 - ✓ Presentation skills
 - ✓ Group Exercise – delegates to prepare and present a 4 minute presentation on a topic to be agreed.
 - ✓ Review of the week
- **Course summary .**

Notes:

- Great Discount for companies and governmental Organizations .
- All programs are held in five star hotels .
- All lecturers have sufficient knowledge and experience to implement the programs at an optimal level .
- Large package of services is offered to the participants .

| Discount | Language | Fees |
|---|--|--------------|
| 10% in case of Three P. (or more) | English & Arabic | As Scheduled |
| Timetable | How to Register ? | Other Dates |
| 9 Am : 11 Am 11.30 Am : 1 Pm 1.30 Pm : 3 Pm | www.titlehr.com Info@titlehr.com Tell 00971559687070 | As Scheduled |