Effective Office Management and Administration

Course Objectives
On completion of the course, participants should be able to:

- Prepare for and provide effective support in meetings, conferences, congresses, symposiums and seminars
- Conduct secretarial/administration work effectively
- Apply basic mind-mapping tools to translate ideas to effective written documents
- Develop an appropriate philosophy regarding the important role communication plays in administrative office management;
- Improve in dealing effectively with visitors, customers and colleagues
- Manage time better and work to meet deadlines
- Present ideas with impact and clarity
- Successfully negotiate and influence others

Target Groups

- Report writers
- Administrators
- Managers
- Supervisors
- Office staff
- Front Desk Officers
- Heads of departments
- Officers
- Senior Officers
- Information and Publicity Officers

Course Outline

- Management Skills and Principles
- Planning, Organizing, and Controlling
- Office Organizing Processes and Principles
- Planning and Decision Making Techniques
• Office Environment
• Setting Goals
• Motivation Tools
• Time Management
• Creating a Positive Work Climate
• Communication Skills Development
• Effective Communication and Interpersonal Skills
• Administrative Office Management Function
• Organization Versus Decentralization
• Information Organization
• Office Layout
• Front Desk and Receptionist Skills
• File Management
• Scheduling of Meetings
• Event Planning and Management
• Record Management
• Filing System and Filing Equipment
• Minute Taking and Report Writing
• Strategic Relationship Management
• Assertiveness Skills
• Conservation of Energy in the Offices
• Customer Care and Public Relations
• Office Security
• Workplace Health and Safety
• Conflict Management
• Petty Cash Management
• Action Planning
• Database Management

Dates: 01st – 12th July 2019
Duration: 2 Weeks
Course Costs: US$3150/delegate
Venue: Pretoria, RSA