

# **ADMINISTRATION & OFFICE MANAGEMENT BEST PRACTICE & TECHNOLOGIES**



**SOM110  
Secretarial &  
Office  
Management**

**COURSE TITLE****ADMINISTRATION & OFFICE MANAGEMENT BEST PRACTICE & TECHNOLOGIES****COURSE DATE/VENUE**

11 - 15 April, 2021

Dubai, UAE

**COURSE REFERENCE**

SOM110

**COURSE DURATION**

05 Days

**DISCIPLINE**

Secretarial & Office Management

**COURSE INTRODUCTION**

A professional Office Manager effortlessly combines a diverse range of responsibilities ensuring that office processes and activities are efficiently and smoothly managed. This course will help you develop an assertive and organized approach to managing people and processes in your office, to facilitate harmonious and productive working . It includes key management skills and planning techniques to improve information flow and achieve objectives.

**COURSE OBJECTIVE**

**At this program's conclusion, participants should be able to:**

- ✓ Understand the range of responsibilities and skills required by the office manager
- ✓ Apply various approaches when dealing with the management of tasks, teams and individuals

- ✓ Apply techniques to plan and manage workload effectively and achieve objectives
- ✓ Create and apply a checklist of systems and procedures to aid the smooth running of the office
- ✓ Apply assertive communication and problem-solving skills

## **COURSE AUDIENCE**

Appropriate for employees moving from administrative to office management positions or for those already in office management who would benefit from improving their skills in this area

## **COURSE CONTENT**

- The multiple roles and skills of an Office Manager
- The “administrator/process manager” role: ensuring that paperwork, procedures and systems run smoothly
- The “people/HR manager” role: maintaining thorough employee records (including documentation relating to leave, sick leave and absenteeism) and managing tricky situations in line with current legislation
- The “project manager” role: managing small scale projects within the office, or providing support for larger scale projects undertaken by your company
- Organizational skills
- Communication and other interpersonal skills
- Image, dress and professionalism
- Time management, planning and prioritizing
- Problem solving and decision making
- Stress responses
- Understanding and applying company objectives, policies, procedures and protocols
- Practicing exceptional office etiquette
- Engineering administrative processes for efficiency and effectiveness
- Managing people so that they are happy and productive

- Office related procurement, supplier contracts and Service Level Agreements
- Business English and email communications
- Travel bookings and general housekeeping activities

### **COURSE CERTIFICATE**

**TRAINIT ACADEMY** will award an internationally recognized certificate(s) for each delegate on completion of training.

### **COURSE FEES**

\$4,150 per Delegate. This rate includes participant's manual, Hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### **COURSE METHODOLOGY**

The training course will be highly participatory and the course leader will present, guide and facilitate learning, using a range of methods including formal presentation, discussions, sector-specific case studies and exercises. Above all, the course leader will make extensive use of real-life case examples in which he has been personally involved. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Case studies & Practical Exercises
- 10% Role Play
- 10% Videos, Software or Simulators (as applicable) & General Discussions