



an  egis company

بروجاكس للتدريب والتطوير
Projacs Training and Development

Mastering Office Management

20 – 24 Decemder 2020, ONLINE

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



Introduction

The role of the office manager or the executive secretary is rapidly changing and he/she is taking on more of the work of the manager. He/she needs to develop administrative skills into managerial talents in order to enable his/ her superior to delegate work with assurance.

Objectives

To identify and correct deficiencies, enhance strengths and promote professionalism in the modern executive secretary and administrator.

You will Learn how to:

- Develop and effective communication strategy with your boss and gain respect from other employees
- Apply techniques for solving day to day administrative problems
- Conduct efficient, effective meetings
- Enhance your personal performance within your organization
- Understand what your organization requires from you to increase your value
- Project the right corporate image
- Discover how to influence your boss
- Anticipate your bosses requirements before he has to ask you
- What managers want from today's secretaries
- How to control time instead of having time control you

Who Should Attend?

The Nominees for this course is all department, preferably:

- Office Managers
- Executive Secretaries
- Personal Assistants (PA)
- Executive Assistants
- Senior Secretaries
- Administrators wishing to enhance their ability to perform
- Those working in the office environment with responsibility for the efficient administration and co-ordination of the physical, administrative and human resources of a department.

Course Outline

Day One

Office Management

- Definition Of Office Management
- Characteristics Of Office Management
 - Personnel
 - Means
 - Environment
 - Purpose

Functions of Office Management

- (A) Planning,
- (B) Organizing,
- (C) Directing, and
- (D) Controlling.

Office Supervision

- (I) Commanding.
- (ii) Guiding.
- (iii) Controlling.

Professional Secretarial Skills

Six Traits Differentiate Professional Secretaries From Others..

A Winning Attitude for The Professional Secretary

Day Two

Setting Goals

- Defining goals setting
- Thought to motivate you to set goals
- Separating real from neurotic goals from ideals to action

Number of Techniques that Aim to Increase the Effectiveness of a Person in Getting the Things Done.

- To-do list
- Goal setting
 - Rational goals
 - Directional goals
 - Muddling through
- Value and cost of meeting
- Types of meetings
- Successful meeting leader and participants

- Meeting process
- The manager / secretary meeting the second magic ten minutes
- Learn how to control time during meetings
- Controlling your telephone
- Dissolving time loss causes

Five Components Contributing To Effective Interpersonal Communications

- SELF-CONCEPT
 - Importance of the Self-Concept
 - A Weak Self-Concept
 - Forming the Self-Concept
- LISTENING
 - The “Third Ear”
- CLARITY OF EXPRESSION
 - A “Longer” Board
 - An Effective Communicator
- COPING WITH ANGRY FEELINGS
 - Suppression
 - Expression
- SELF-DISCLOSURE
 - Blocks to Self-Revelation
 - Dynamics of Trust

Day Three

Improving and managing a successful relationship with your boss

- Introduction
- Misreading the Boss-Subordinate Relationship
- Understanding the Boss
- Understanding Yourself
- Developing and Managing the Relationship
- Good Use of Time and Resources.

Dealing with others

- Challenging....Difficult....Problem People
- Four Basic Intents of People
- Blending and redirecting two essential skills to deal with people
- How to change your Attitude
- “Lens of Understanding”

Day Four

7 Steps to Master Time

- Step 1: Priorities and Goals
- Step 2: Estimating time requirements
- Step 3: Allocating Your Day
- Step 4: Touch it once. Do it now. Do it right the first time.
- Step 5: Using Time Management Method
- Step 6: Putting the "7 Steps to Mastering Time" to work
- Step 7: Do just one more task

Meeting Management

- Meeting Purpose
- When to hold a meeting
- Meeting Components
- Meetings Add "Richness"
- Meeting Flowchart (Meetings in 3 steps)
 - Before the Meeting
 - Purpose Drives Preparation and Participation
 - Plan (time – invitation- Space)
 - Common planning problems and solutions
 - Prepare Meeting Agenda
 - Run the meeting
 - Lead
 - Getting Started
 - Staying on Task
 - If a Meeting Gets Stuck
 - Decision making
 - Wrapping it Up
 - So what can I do?
 - Minutes preparation
 - After the meeting
 - FOLLOW-UP
- Meeting Problem Solutions

Day Five

Making the office technology work for you

- Making maximum use of your personal computer- Using the different software to organize your work.
- Using e-mail to improve communication
- The Internet – what it can do for you?

The future role of the PA/Executive Secretary

- The factors currently affecting your role
- Changes to the role –is it an opportunity or threat?
- The role in the future – where do we go from here?
- What skill attributes and qualifications do you need?
- Tips on ways to gain skills that will help you stay ahead.

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.