

## **Advanced Office Management & Effective Administration Skills**

### **Seminar Outline**

#### **► Overview:**

Confident, experienced and pro-active office managers and administrators truly are the key to a successful department and company. With ever expanding job definitions, office managers are required to have a wider range of practical skills as well as highly developed levels of communication and social skills. This seminar focuses on the development of the key components of the role, and the personal strengths and attitudes required in operating an efficient office or supporting team. It is designed to increase the skills of Senior Support Personnel across a range of disciplines, identify and examine the key components of the role and within each element build up a range of approaches and techniques for operating an efficient office or support team. These elements include interpersonal, communication, organizational and time management competencies.

#### **► Objectives:**

The seminar helps the participants to:

- Learn how to prioritize and cope with multiple tasks
- Learn how to think as a manager – planning, making decisions and solving problems
- Learn how to improve their communication skills to enhance their relationships
- Learn to manage their thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace
- Understand and develop intrapersonal and interpersonal skills
- Take control of the work habits and develop the practical skills and the personal strengths needed to be a professional office manager
- Increase productivity and effectiveness by prioritizing and making continuous improvements
- In-depth understanding of the principles and practices of successful office managers
- More calm and satisfying work life through stress management and self-awareness
- Overcoming fear of public speaking and creating an effective presentation
- Knowing how to get organized and stay on top of your tasks and time

As per the impacts on the organization, it will benefit from:

- More proactive confident team players
- Increased creativity and productivity
- More motivated customer focused staff
- Reduced absenteeism and illness through reduced stress levels
- Greater harmony through increased self-awareness and interpersonal skills
- More productive meetings and better time management

#### **► Who should attend:**

This seminar is designed for:

- Office Managers
- Administrators
- Supervisors
- Team leaders
- Personal Assistants,
- Secretaries
- PA's
- Anyone working in an office role supporting management
- Anyone who is interesting in adding new relevant skills and knowledge to their office management resume and repertoire
- Anyone who needs a high level of interpersonal skills to get things done at work
- Anyone who is recently promoted and wants to acquire the new practical skills and personal strengths required to fulfill an increased level of responsibility in the office.
- Anyone who already has a lot of knowledge about their job, but could benefit through a deeper understand of personal motivation, how to change habits and how to be a more positive, proactive, productive person.

► **Structure:**

18 hours to be carried out over 3 days, including presentation, supporting documents, and interaction with highly experienced and qualified people from the field. The program will be interactive and practical; with learning methods to suit every kind of learning preference.

► **Contents:**

This seminar presents the principles and techniques for advanced office management and effective administration skills.

It covers:

- **The Office Manager / Executive Assistant role: an Overview**
  - Identifying common issues and challenges
  - Setting Personal objectives
  - What makes you indispensable?
  - Proactive versus passive Support
  - The secret to working smarter rather than harder
  - To do or not to do - how to use a priority matrix
  - Achieving results through others – managing and delegating skills
  - Setting up systems for dealing with paper work
  - Organizing your workspace for maximum output
  - Overcoming time management obstacles
- **Setting and Meeting Objectives**
  - Planning skills
  - Project management approaches for support staff



- Managing time
- Strategies for managing change
- Identifying and dealing with Pressure Points
- Implementing Action Plans
- **Resource and Team Management**
  - Allocating human resource to tasks and projects
  - Monitoring performance – team and self
  - Team Appraisals and Reviews
  - Embedding a new team member effectively
  - Managing team issues
  - Coaching techniques
  - Disciplinary issues
  - Prioritization approaches and techniques
- **The Working Day**
  - Practicing a "typical day" simulated scenario incorporating issues and techniques from the week
  - Identifying an approach and style that suits you as an individual
  - Reporting to Management – presentation and negotiation techniques
  - Personal Action Plan
- **Advanced Thinking Skills**
  - Mind Mapping for increased creativity, and problem solving
  - Basic Project Planning
  - How to delegate effectively
  - Managing stress through practice of positive thinking
  - Traits of Highly Effective Work Teams
  - Conflict Management Styles • How reach win-win solutions at work
- **Vital Communication Skills**
  - Coaching Skills How to motivate others
  - Understanding and using body language
  - Visual, verbal and vocal communication
  - Listening skills – seeking to understand before being understood
  - Best practices for delivering positive and negative feedback
  - Understanding different personality types
  - Dealing with difficult people Different communication styles
  - Becoming an assertive communicator – strong and respectful
  - Dealing with aggressive people
  - How to say 'No' when necessary
  - Using questioning skills to avoid misunderstandings
  - Managing your relationship with your boss
  - Effective telephone communication
  - Using e-mail and internet effectively
- **Self Managing Leadership**
  - Preparing and delivering a speech in public
  - Overcoming nervousness



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- Different styles of leadership
- Developing key leaderships skills
- How to influence others positively from any level of the company
- Becoming a more proactive, responsible and self-aware person
- Developing emotional intelligence
- Continuing Professional Development - where to go from here

Throughout the seminar there will be opportunities for questions, and where appropriate, case studies will be discussed.



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