

Professional Office Administration and Management

(5 day course)



SHMAILAN

COURSE OBJECTIVE

This challenging course is designed to help Office Administrators and Managers to develop a more efficient and effective work environment. The course topics will include a review of basic administrator skills, how to improve your soft skills, creating a better work environment, dealing with difficult people, improving your professional image and handling stress.

AUDIENCE

Who does this training benefit :

Individuals looking to improve their administrative skills and manage their office environment better.

- Office Managers
- Administrators
- Coordinators
- Secretaries
- Administrative Staff

Course Prerequisites :

None

Workshop Structure :

- Theory supported by examples
- Case study
- Practical group exercises
- Supporting training material is provided to each participant

Timing :

9.00am to 1.00pm*

Refreshments and a one hour lunch break is provided

* Hours can be flexible based on client needs

Location :

Four or Five Store Hotel in Dubai*
Details provided upon registration

Course Benefits

- Learn new ways to improve your office environment
- :Deal better with difficult people
- Learn how to navigate office politics better
- Be more confident in your abilities
- Develop an "I can" attitude
- Improve your conflict resolution skills
- Make improvements in your performance and others

Professional Office Administration and Management- Course Review

What You Will Learn

On completion of this training course, delegates will be able to:

- > Understand the basic skills required for office administration and management
- > How two to more effective using your soft skills
- > Learn how to develop a more professional image that will help your career
- > Great strategies and tactics for overcoming work and life challenges
- > How to have a more positive attitude at work
- > Learn how to work better in a multi-cultural environment
- > Learn ways to improve the office environment to improve overall performance

Course Content

<p>A. Basic Skills</p> <ul style="list-style-type: none"> - overview of technical, human and administrative skills - meeting day to day demands - effective telephone handling, filing, planning trips - communication and confidentiality - privacy and security norms <p>B. Enhancing Soft Skills</p> <ul style="list-style-type: none"> - communication (written and oral) - team-building - organizing meetings and taking down minutes of the meeting - being assertive <p>C. Enhancing Professional Image</p> <ul style="list-style-type: none"> - project professional image - conflict resolution - customer service skills <p>D. Overcoming Challenges</p> <ul style="list-style-type: none"> - steps for managing change - self-empowerment /discipline 	<p>E. Handling Office Environment</p> <ul style="list-style-type: none"> - making office politics a positive tool - guidelines for building strong business relationships - Managing temporary staff <p>F. Keeping Positive Attitude</p> <ul style="list-style-type: none"> - stress in the workplace - guidelines for stress management - Adopting a positive attitude - demonstrate how to develop a positive attitude <p>G. Maximizing Performance</p> <ul style="list-style-type: none"> - How to work with your boss - working for multiple supervisors - guidelines for managing the office in the absence of the supervisor - guidelines for dealing with difficult people/irate customers <p>H. Dealing in a multi-cultural environment</p> <ul style="list-style-type: none"> - what is cultural diversity - causes of cultural conflict - understanding vs. ignorance
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CANCELLATION POLICY

Delegates can cancel in writing at any time with the following fee applicable
 13 – 5 days 20% of training cost
 5 – 3 days 40% of training cost
 2 – training date 80% of training cost

NOTIFICATION

Joining instructions will be emailed to the training coordinator 5 days in advance of the workshop date

SCHEDULE

Professional Office Administration and Management	January	February	March	April	May	June
	July	August	September	October	November	December
			X			X

PRICE

	\$ US
Per delegate	\$2995.00

BOOKING

1. **RESERVE** your place by emailing us at info@sigtraining.com
2. **CONFIRM** your attendance using the attached booking form

The Professional Office and Administration Management

Booking Form Fax Back
To
FAO INFO
Fax Number: 97143415352

Shmailan International Training
P.O. Box 118485
Dubai
United Arab Emirates
www.sigtraining.com
Phone: 971502977030
Email : info@sigtraining.com

Company :
Address :
.....
.....Postcode :
Telephone : Fax :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :

Position : Department :

Email : Telephone :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :

Position : Department :

Email : Telephone :

Course : Professional Office Administration and Management

Date of Workshop :

Invoice Details

Company : Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :

Department : Email :

Address :

PO Number..... Postcode :

Telephone : Fax :

Cost of Course per delegate :

Number of delegates attending :

Total Cost :

Name (please print) :

SIGNATURE