

Effective Office Management & Administrative skills

Introduction

This Course identifies and examines the key components of the role and within each element builds up a range of approaches and techniques for operating an efficient and effective office administration or support team. These elements include interpersonal, communication, organizational and time management competencies. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.

This training course is designed for:

- ✓ Administrative Assistants/Officers
- ✓ Personal Assistants
- ✓ Front Desk Officers
- ✓ Executive Secretaries
- ✓ Supervisors/Team Leaders
- ✓ Office Managers/Administrators
- ✓ School Administrators
- ✓ Any individual working in the office support role

Learning Delivery Method

The methodology for this program would be a combination of theory and practical; One day live workshop plus two weeks post-training implementation phase.

Course Outline

- ✓ Understand the typical responsibilities of an office manager/administrator
- ✓ Organising: allocating resources, delegating, using time effectively, setting priorities, dealing with routine
- ✓ Creating a stimulating and productive work environment
- ✓ The effective role of communication skills in the support team
- ✓ Inventory Management
- ✓ Planning & managing meetings
 1. Preparing an agenda
 2. Taking minutes
- ✓ Managing records; business records, filing paper and non-paper documents
- ✓ Getting things done

Training objectives

By attending this highly interactive one-day course, delegates would be able to:

- ✓ Prioritise and cope with multiple tasks without missing deadlines
- ✓ Think like a Manager – planning, making decisions and solving problems
- ✓ Manage their thoughts and feelings to improve self-confidence and self-empowerment
- ✓ Prepare for meetings and take minutes effectively
- ✓ Create and stimulate an office environment that inspires productivity
- ✓ Use assertive communication skills at all levels and in all situations

- ✓ Manage paperwork, diaries, meetings, presentations, and phones more effectively
- ✓ Employ attentive questioning and listening

Registration details

To register, you can:

- click www.edencarelimited.com/register/
- send email to training@edencarelimited.com to reserve your seat; and then pay the course fee into our bank account with details as follow -

Eden Care and Resourcing Limited:

GTbank 0210036409 | First Bank 2029439715

Date: April 26, 2017 | Time: 8.30a.m – 4p.m

Venue: LCCI Conference & Exhibition Centre, behind Abiola Garden, Alausa, Ikeja, Lagos

Course Fee: N35,000.00

For more enquiries, contact 08023982811, 08129142656 or send mail to training@edencarelimited.com