

## Office Administration and Clerical Office Management Skills

### Course Overview

Office Administration and Clerical Office Management Skills is an exciting and interactive training course. It is designed to provide office clerks, secretaries, administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively – thereby contributing to their own, their boss' and their organisation's success.

### Course Objectives

At the end of this training, participants will be able to:

- Manage a network of working relations and review their working relationships
- Manage your boss and the people you work with
- Communicate effectively
- Manage time for yourself and others
- Manage the performance of your office and other admin staff
- Improve written communications
- Manage and present information
- Organise and improve office systems
- Extend their understanding of their roles and the key contribution they make to organisational success
- Review and develop their personal organisation, communication and interpersonal skills
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways

### Course Content

This course covers a wide range of interrelated topics critical to the effectiveness of office personnel and administrative staff in meeting their roles and maximising their contribution to their teams and organisations. Emphasis is placed on building on existing good practice and on recognising areas where improvements can be made and developing strategies accordingly. Emphasis is also placed on managing the network of relationships and inter-personal skills and communication.

## **Day 1 : Programme Introduction / Roles, Competences and Personal Effectiveness**

- Programme Introduction and Objectives
- Action Planning
- The '*competence*' model of skills, behaviours and values
- Emotional and Chronistic Intelligence
- Personal Competence Review
- Time Management Constraints – *resources, systems, other people and self*
- Handling Requests and Conflicting Priorities

## **Day 2 : Team Working, Communication and Meetings**

- Team Working and Team Roles
- Briefing skills – *giving, receiving and passing on*
- Organising and Participating in Meetings
- Notes, Minutes and Follow-up

## **Day 3 : Managing Working Relationships / Communication Skills / Supervising Admin Staff**

- Delegation – *giving and receiving*
- Coaching and Training Colleagues and Staff – *skills of on-job training*
- Communication and Listening Skills – *lessons from NLP*
- Building Rapport
- Developing a Network of Working Relationships – *influencing skills*
- Assertiveness and Conflict
- People Problems and Problem People
- Helping others Perform – *case study*
- Practical Motivation
- Criticism Skills

## **Day 4 : Managing Time / Desk Management and Office Technology / Writing Skills**

- Planning and Priority Setting
- Office Layout and Ergonomics
- Managing the paper-load and developing paperless systems
- Getting the best from Office Technology
- Letter Writing
- E-mail Efficiency and Etiquette

- Writing and Editing Reports
- Proof-Reading Skills
- Setting up / developing writing layout and style guidelines for the organisation
- Writing & designing presentation slides

## **Day 5 : Managing Information & Budgets / Improving Customer Service and Systems**

- Principles of information management – *scheduling, filtering and digesting*
- Interpreting and presenting statistical information
- Designing and using graphs
- Designing surveys, presenting findings and interpreting meaning
- Basic concepts of financial management
- Monitoring budgets and variance
- Improving customer service and systems – *continuous improvement*
- Action planning

### **Course Duration**

Five (5) days

### **Target Audience**

This programme will benefit all clerks, secretaries, administrative personnel (PA), technical assistance (TA) and people newly appointed to supervisory roles, along with Secretaries and PA's within the office environment, who want to build on their skills and knowledge.

### **Course Locations & Dates**

Accra, Ghana: July 15 – 19 (2019) - \$4,950.00