

2-day Interactive Virtual Training Course

Office Management Specialist

Skilled and Effective Business Support

Date:

31 Oct - 01 Nov 2022

Time:

10:00 to 14:00 Dubai [UTC/GMT +4]

Training Format:

Virtual/Live

Fees:

US\$ 1,300



Office Management Specialist

Skilled and Effective Business Support



About the Course

This Office Management Specialist virtual training course enables new and developing office professionals to make a powerful and positive impact in the workplace. It focuses on the essential core competencies that you will need in order to project a confident and efficient persona. Underpinning this is an in-depth exploration of the behaviours and skills necessary to achieve and sustain excellence in your office environment.

This training course will help you to become more organised, to plan and prioritise and to make effective decisions. It will help you to plan and set meaningful objectives. It will give you the tools to become an excellent communicator and to be that valuable employee who can deal calmly and effectively with difficult situations and people. It will also help you to create a harmonious and pleasant working atmosphere by teaching you how to deal with the pressure and stress of the modern office.

Core Objectives

By the end of this training course, you will be able to:

- Apply the skills and attributes of a first-class office professional in your workplace
- Present yourself more confidently
- Communicate effectively with managers, colleagues and all organisational
- Handle the difficulties and pressures of working in a modern office
- Prioritise, plan and manage time more efficiently

Training Approach

This training course is a mixture of lecture, video presentation, trainer-facilitated workshop exercises, and case study analysis organised through a Virtual Learning Platform anytime and anywhere.

The Attendees

Likewise, it will be valuable to the professionals but not limited to the following:

- Administrators
- Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Supervisors
- Business Support staff

DAILY DISCUSSION

MODULE ONE

COMPETENCIES AND TIME MANAGEMENT

- Assessing prior Skills and Knowledge
- Competencies Required for Excellence as an Office Professional
- Perceptions, Attitudes, and Beliefs: How they affect Performance?
- Learning Styles & Thinking Styles: Your Strengths and Weaknesses
- Time Management Skills

MODULE TWO

ORGANISING AND PLANNING

- Goal Setting including Setting SMART Objectives
- Planning
- Mind Mapping
- Problem Solving and Decision Making
- Managing Meetings

MODULE THREE

COMMUNICATION SKILLS

- Understanding Assertive Communication
- Dealing with Conflict and Aggression
- Listening Skills
- Questioning skills
- Body Language and Its Importance in Building Effective Relationships

MODULE FOUR

TEAM WORKING

- Conflict Management and Resolution
- Dealing with Difficult People
- Managing Upwards
- Workplace Stress Management
- Working Effectively as Part of a Team

MODULE FIVE

PRESENTATION SKILLS

- Telephone Skills
- Writing Skills
- Email Etiquette
- Presentation Skills