



# CMI Recognized Certified Administration and Office Management Professional



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Transforming  
Business *for Good*



# Course content

## Why Attend

What differentiates exceptional administrators from the rest of the crowd? What does it take to be a star administrator? This course gives essential and in-depth practical techniques that will enable you to excel at your workplace. In this course, you will learn multi-disciplinary best practices such as how to be a better business writer and a master communicator. This course also focuses on the importance of providing exceptional internal and external customer service and the impact of doing this. Moreover, you will thoroughly have the chance to discuss the effects of stress at the workplace and ways to turn stress to an advantage. You will also learn how mastering your effective usage of time will inevitably enhance your productivity and lower your stress level. Another topic you will delve into is organizing and running an effective and professional meeting. Finally, you will learn in detail, how you can improve your phone handling capabilities.

## Course Methodology

This course uses interactive group and individual exercises, role plays and discussions. Inter-group discussions to share working experiences are also an important ingredient in the process. Skills are introduced and revisited at regular intervals throughout the course to facilitate reinforcement and to help participants remember them. The course also uses several self assessment exercises to pin point areas of strengths and improvements as well as action planning to ensure practical implementation of the learning objectives.

## Course Objectives

By the end of the course, participants will be able to:

- Define and understand the role of the office manager and administrator
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner
- Develop a service attitude and mindset aimed at the internal and external customer
- List the main causes of stress and apply the techniques needed to control them
- Apply time management techniques required for better office productivity
- Organize meetings effectively
- Handle telephone calls properly and professionally

## Target Audience

Administrators, assistants, executive secretaries, existing or prospective office managers, senior administrators and supervisors of junior level employees.

## Target Competencies

- |                             |                    |
|-----------------------------|--------------------|
| Self development            | Time management    |
| Interpersonal communication | Meeting management |
| Business writing            | Telephone handling |
| Customer focus              |                    |
| Self management             |                    |



# Course content

## Course Outline

### The role of the office manager and administrator

Perception versus reality  
The 3Ds of successful administrators: dramatically and demonstrably different  
Competencies required for success  
What it takes to be a star@ work  
Identifying your role

### Effective verbal and written communication skills

Improving credibility and gaining recognition  
Importance of having positive attitude  
Being assertive  
Selling your ideas to the boss, colleagues, subordinates and clients  
Preparing a professional presentation  
What constitutes professional business writing  
Style and layout  
Obtaining your objective with the reader  
Expectations of readers

### Serving the internal and external customer

Understanding the needs of internal and external customers  
Removing services barriers  
Providing excellent service  
Breaking down the silo mentality  
Handling complaints

### Stress management techniques

Causes and symptoms  
Identifying your stressors  
How stress affects performance  
Formulating a comprehensive stress management plan

### Managing time

Identifying and eliminating time wasters  
Setting goals and priorities  
Using measures to control and improve your effectiveness  
Planning and managing time for self and others  
Preparing time logs and learning from them

### Organizing meetings

Elements of an effective meeting  
Preparing the agenda  
Meeting common time wasters  
Taking minutes of meetings  
Responsibilities of meeting leaders and participants

### Using the telephone properly

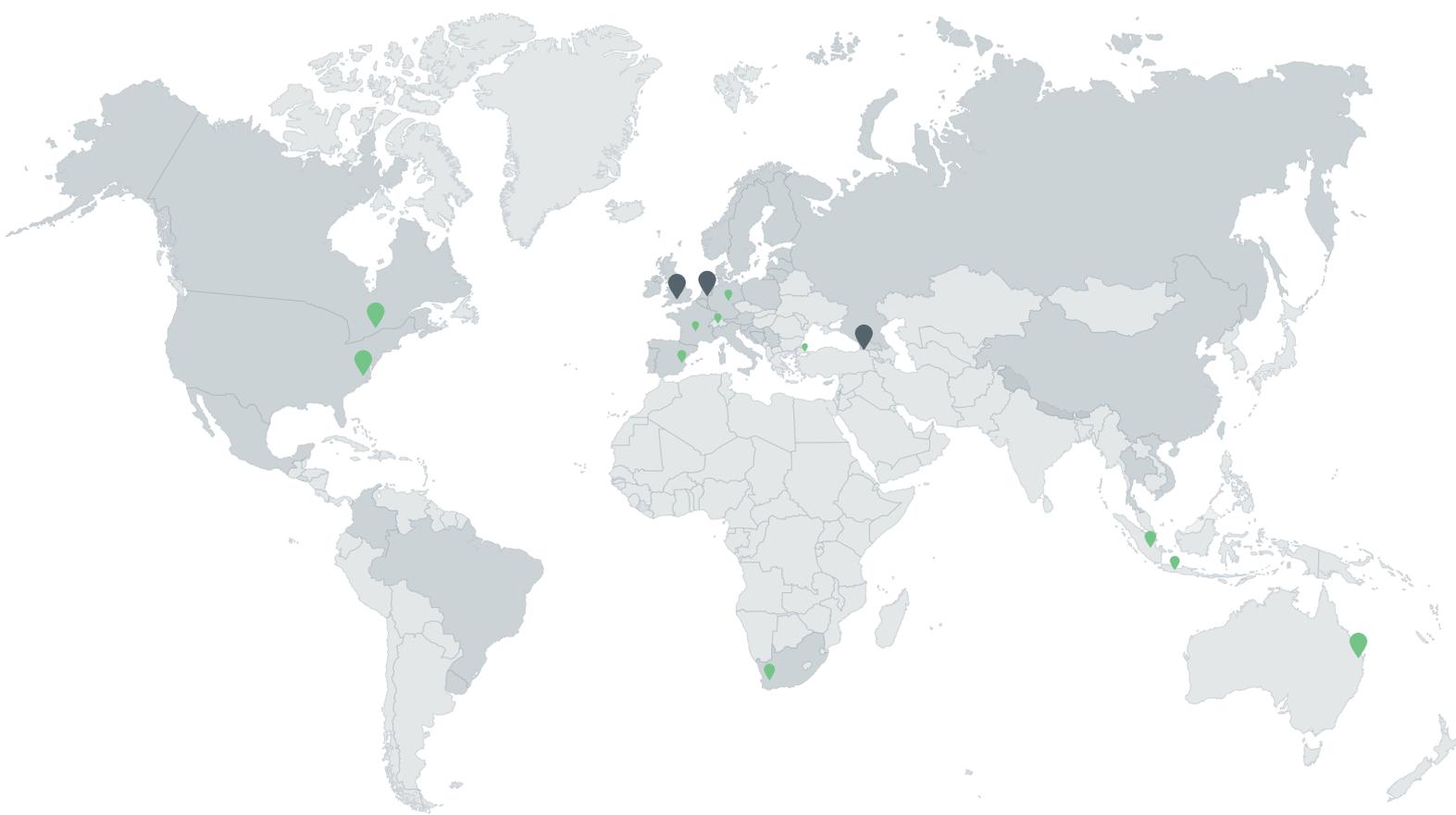
Professional telephone behavior  
Rules for good listening  
Steps in professional handling of an incoming call  
Dealing with difficult callers  
Identifying common phone problems and formulating solutions

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