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# Certified Administration and Office Management Professional

( 5 Days Training Course )

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ISO 9001

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Tel : +44 (020) 32399994  
Tel : +44 (020) 82426729

Our mailing address is:  
27 Old Gloucester Street , WC1N 3AX , London , United Kingdom



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### 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

Interpersonal communication

Business writing

Customer focus

Self management

Time management

Meeting management

Telephone handling

### **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' at 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

Readers' expectations

### **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