Course Overview:

If you work as an office manager, you will find yourself looking for ways to create a more effective office environment. This course is designed to give you the skills you need and to show you ways of reducing inefficiency in your workplace and will help you develop key skills that are required for the smooth running of an office, including an assertive and organised approach to managing people.

This course provides necessary skills for everyone that works in office admin and will help you reduce stress in your workplace by creating an efficiently run office. Other key skills you will develop include management and planning techniques to improve information flow and achieve objectives.

Course Objective:

- List steps for dealing with difficult people.
- Describe the communication process.
- Apply techniques for dealing with angry or upset people.
- Describe basic time-management skills.
- Develop an action plan to improve communication skills
- Become aware of their own natural negotiation and conflict management style
- Gain self-awareness of your conflict management style

Course Outline:

- The Role and Responsibility of a administrator
- Building Personal Credibility: Understanding Different Communication
- Styles and Different Kinds of Bosses
- Dealing with Challenges
- Effective Team Building
- Delegating and Empowering your people
- The sources of conflict in the organisation
- Conflict escalation and steps to prevent it
- Conflict management strategies
- Negotiation as a mixed motive process
- Making effective decisions
- Working with Others
- Handling Difficult Situations

Who Should Attend:

- Ambitious Professionals
- Management Teams
- Team Members
- Administrators

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation