

Course Overview:

Whether you are a new or an experienced office manager, it is easy to get overwhelmed by the multiple roles and responsibilities expected of you in the modern workplace. You probably got your job because you're already smart, responsible and know how to get along with others. But now you are ready for a whole new level of excellence. To become an office management star requires a large dose of confidence, plus simple and effective strategies that you can use to get things done on time, build synergistic relationships and enjoy reaching your own professional development goals with ease. This dynamic and essential training course will help you see yourself and your office management role from a fresh new perspective. Starting with the foundation of self-knowledge, we will explore in-depth what makes you thrive and what holds you back. You will learn how to work with anyone on any level with credibility, confidence, clear communication and discover how to stop chasing your tail and manage your time and tasks to achieve daily tasks and reach long term goals with minimum stress and maximum job satisfaction.

Course Objective:

At the end of this course the participants will be able to:

- Prioritize and cope with multiple tasks without missing deadlines
- Think like a Manager – planning, making decisions and solving problems
- Manage their thoughts and feelings to improve self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations
- Manage paperwork, diaries, meetings, presentations and phones more effectively

Course Outline:

Unit 1: Time and Task Management:

- Excellent office management – what does it look, sound and feel like?
- The Reality Model – how to get the results you want
- 10 timeless principles of successful time and life management
- Working smarter not harder with high leverage activities
- Using technology to manage your time and tasks effectively

Unit 2: Self-Management:

- Overcoming internal blocks, habits and the beliefs that hold you back
- Quantum Theory: How we create our reality with consciousness
- How to stop reacting from emotion and start responding with emotional intelligence
- Overcoming ego and developing real self-confidence and self-esteem
- Staying calm and clear during the chaos, conflict, and change

Unit 3: Communication Skills:

- Identify different styles of communication in yourself and others
- Overcoming fear and becoming a clear and direct communicator
- Managing conflicts through a win-win approach
- Listening skills – seeking to understand before being understood
- Understanding different personality types and how to deal with them

Unit 4: Brain Skills:

- Mind Mapping techniques for every occasion
- Planning skills – using a Gantt chart to manage small projects
- Creativity and problem-solving techniques

Training Language:

EN

Training Methodology:

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

- Rational and Intuitive Decision-Making tools

- Whole Brain development

Unit 5: Career Management:

- Develop your brand as a professional

- Using phone and email and social media effectively

- Body Language – understanding others and projecting a positive self-image

- Planning and presenting your ideas confidently in front of an audience

- Creating excellent PowerPoint presentations that people remember

Who Should Attend:

- Administration Assistants

- Personal Assistants

- Secretaries

- Supervisors/Team Leaders

- Office Managers

- Any individual working in the office support field