



## Advanced Office Management & Effective Administration Skills (Certified)

01 - 05 Jul 2024  
London (UK)



# Advanced Office Management & Effective Administration Skills (Certified)

**Ref.:** 15136\_276044 **Date:** 01 - 05 Jul 2024 **Location:** London (UK) **Fees:** 5200 **Euro**

## Introduction:

Managing an office has become increasingly sophisticated and requires advanced management professionalism.

The increased demand for speed and accuracy, knowledge of new technology, and an increasingly diverse workforce bring challenges and also growth opportunities. This dynamic and in-depth course explores more advanced skills which can help an office manager to work more confidently, creatively, and effectively.

## Targeted Groups:

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff

## Course Objectives:

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

- Manage time and Prioritize their daily responsibilities to achieve maximum output
- Streamline their work practices and office environment
- Communicate effectively and assertively at all levels
- Manage business meetings efficiently
- Manage electronic records, reports effectively
- Manage filing and indexing with most modern styles
- Use project management skills to execute office tasks
- Use techniques to help them think creatively, solve problems, plan, and make decisions

## Targeted Competencies:

- Organizing, planning, decision making, and problem-solving skills
- Time Management - prioritizing and productivity
- Task management
- Meeting management
- Information management
- Electronic records management
- Communication skills

## **Course Content:**

### **Day 1: OFFICE PLANNING & ORGANIZING:**

1. Welcome and Introduction & Introduce session aims and objectives
2. Define an office and state the specific functions of an office
3. Office planning and layout
4. The organizing: accessibilities, responsibilities, qualifications.
5. Attributes and Responsibilities of office manager and his team.
6. Discussion Q&A
7. Homework

### **Day 2: FILING AND INDEXING:**

1. Quick review of the last session
2. Homework solution
3. Introducing session objectives
4. Information resources & tools
5. Filing and indexing
6. Filing equipment
7. Discussion Q&A
8. Homework

### **Day 3: ELECTRONIC RECORDS MANAGEMENT:**

1. Quick review of the last session
2. Homework solution
3. Introducing session objectives
4. ERM Business Drivers
5. Capture, Metadata, Classification
6. Information Governance
7. ERM Technology Solutions
8. ERM Standards
9. Discussion Q&A
10. Homework

### **Day 4: EFFECTIVE COMMUNICATION & TIME MANAGEMENT:**

1. Quick review of the last session
2. Homework solution
3. Introducing session objectives
4. Communication and its components
5. Barriers to communication
6. 7 C's of effective communication
7. Nonverbal communication and body language
8. Time management
9. Discussion Q&A
10. Homework

## **Day 5: EFFECTIVE ADMINISTRATION SKILLS:**

1. Quick review of the last session
2. Homework solution
3. Introducing session objectives
4. Office management planning
5. Office task management using mind mapping & Gantt chart.
6. Problem-solving techniques
7. Effective Meeting Management
8. Working with more than one manager
9. Discussion Q&A
10. General review
11. Closing the session and thanking the participants & Granting certificates and Congratulate them.



**Registration form on the :  
Advanced Office Management & Effective Administration Skills (Certified)**

**code:** 15136 **From:** 01 - 05 Jul 2024 **Venue:** London (UK) **Fees:** 5200 **Euro**

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