



Office Management and Office Skills Workshop

08 - 12 Jul 2024
Milan (Italy)



Office Management and Office Skills Workshop

Ref.: 15637_318183 **Date:** 08 - 12 Jul 2024 **Location:** Milan (Italy) **Fees:** 4900 **Euro**

Introduction:

Office management and office skills are crucial for any organization's efficient and effective functioning. This workshop will give participants a comprehensive understanding of essential office management principles and practical office skills.

The training will cover various topics, from administrative tasks and communication to time management and technology usage. By the end of the workshop, participants will have the knowledge and tools needed to enhance their productivity and contribute to the success of their organization.

Targeted Groups:

- Office managers.
- Administrative assistants.
- Executive assistants.
- Clerical staff.
- Any professionals seeking to improve their office management and administrative skills.

Workshop Objectives:

At the end of this workshop, the participants will be able to:

- Understand the fundamental principles of office management.
- Develop effective communication and interpersonal skills.
- Implement efficient time management and organizational strategies.
- Utilize technology and office equipment effectively.
- Manage records and information securely and efficiently.

Targeted Competencies:

- Office administration.
- Effective communication.
- Time management.
- Organizational skills.
- Technology proficiency.
- Records management.

Workshop Content:

Unit 1: Fundamentals of Office Management:

- Overview of Office Management.
- Define the importance of office management.
- Roles and responsibilities of an office manager.
- Critical functions of office management.
- Organizational Structure and Dynamics.
- Understand organizational hierarchy.
- Coordination and cooperation within departments.
- Managing office politics and conflict resolution.
- Office Layout and Environment.
- Design an efficient office layout.
- Ergonomics and workplace safety.
- Create a productive work environment.
- Office Policies and Procedures.
- Develop and implement office policies.
- Standard operating procedures SOPs.
- Compliance and regulatory requirements.

Unit 2: Effective Communication in the Office:

- Fundamentals of Communication.
- Types of communication verbal, non-verbal, written.
- Barriers to effective communication.
- Active listening skills.
- Professional Email and Writing Skills.
- Write clear and concise emails.
- Business letter formats and etiquette.
- Create professional reports and documents.
- Interpersonal Skills.
- Build rapport and relationships.
- Handle difficult conversations.
- Assertiveness and diplomacy.
- Meetings and Presentations.
- Plan and organize meetings.
- Effective presentation skills.
- Use visual aids and technology.

Unit 3: Time Management and Organizational Skills:

- Time Management Techniques.
- Prioritize tasks and activities.
- Setting SMART goals.
- Time-blocking and scheduling.
- Organizational Skills.
- Declutter and organize the workspace.
- File systems and document management.
- Digital organization tools and software.
- Delegation and Teamwork.
- Principles of Effective Delegation.
- Team collaboration and coordination.
- Monitor and feedback.
- Stress Management.
- Identify sources of stress.
- Stress reduction techniques.
- Work-life balance.

Unit 4: Technology and Office Equipment:

- Office Technology Essentials.
- Overview of office equipment computers, printers, scanners.
- Basic troubleshooting and maintenance.
- Software and applications for office productivity.
- Microsoft Office Suite.
- Advanced features of Word, Excel, and PowerPoint.
- Create and manage spreadsheets.
- Design professional presentations.
- Digital Communication Tools.
- Email management systems.
- Instant messaging and video conferencing.
- Collaborative platforms e.g., Google Workspace, Microsoft Teams.
- Data Security and Privacy.
- Protect sensitive information.
- Cybersecurity best practices.
- Compliance with data protection regulations.

Unit 5: Records and Information Management:

- Principles of Records Management.
- Importance of records management.
- Types of records and retention schedules.
- Records lifecycle.
- Filing Systems and Techniques.
- Alphabetic and numeric filing systems.
- Digital filing systems.
- Index and catalog.
- Information Retrieval and Archiving.
- Efficient retrieval methods.
- Archive procedures.
- Disposal and destruction of records.
- Compliance and Legal Considerations.
- Understand legal requirements.
- Audit and monitoring records.
- Ensure compliance with regulations.



**Registration form on the :
Office Management and Office Skills Workshop**

code: 15637 **From:** 08 - 12 Jul 2024 **Venue:** Milan (Italy) **Fees:** 4900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):

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Position:

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Telephone / Mobile:

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