Administration and Office Management Best Practices and Technologies

Why Attend

- Administrative assistants are invaluable members of the office team. They are charged with overseeing and coordinating the day to day operations of a business. Thanks to the advent of communication technology, the skills these assistants require have become diversified, and the ability to multitask and juggle several different instructions at once have become essential. Other qualities needed by these members include excellent communication skills, a polished appearance, and good interpersonal instincts. This course tackles all these behavioral skills while focusing on areas related to the use of technology to get things done effectively and successfully.

Course Methodology

- The course involves a mix of self assessment tools, showcases of computer applications, brief presentations by the consultant and participants on course related topics, and videos to enhance learning and real life implementation.

Course Objectives

By the end of the course, participants will be able to:

- Define and apply the new roles of executive assistants and administrators to meet modern challenges
- Use technology to get more done and to stay connected with the office and their boss
- Plan and organize work flow effectively by filing, documenting, sorting, indexing, and retrieving corporate documents in the most appropriate manner
- Create quality standards for a motivating and productive office environment
- Demonstrate a better command of the English language including the meaning and spelling of words, grammar, and the rules of writing
- Identify and improve the competencies they require to keep generating added value services

Target Audience

- This course is designed for people who have graduated from an office administration program or have several years of documented work experience in the secretarial or office administration fields. It will also benefit those interested in qualifying for entry level supervisory or managerial office positions, as well as those currently in related positions and seeking to improve their professional knowledge and skills in order to succeed in today's high technology offices.

Target Competencies

- Administration of computer applications
- Time management
- Telephone, email and office etiquette
- Motivating and improving productivity
- Writing skills
- Dealing with diversity
- Indexing and archiving
- Meetings and events management

New roles for new times

- The changing organization
- The role of management in the workplace
- The main tasks of office managers
- New roles for new times
- Optimizing communication and influence
- Fostering a professional attitude
- Producing results from various activities
- Use of technology to get things done

Mastering data management, indexing and archiving

- Mastering filing systems
- Five secrets to organize files better
- Electronic archiving
- Records management
- The records and information cycle
- Common problems in records management
- Rules for indexing personal and business names
- Cross referencing personal names

Creating a motivating and productive office environment

- Design and productivity
- Feng Shui office design: the art of working (tips and basic steps)
- Dealing with and managing diversity
- Communicating across cultures
- Six steps to great time management
- Dealing with difficult bosses

Advanced communication skills for administrators

- Business communication
- Communication defined
- Types of communication
- Tips for smart communication
- Creating powerful short presentations
- Tips for powerful presentations
- Key characteristics of dynamic speakers
- The four step communication process
- The 'A-U-D-I-E-N-C-E' analysis
- The anatomy of a good presentation
- Advanced business writing
- Managing the expectations of readers
- Using positive and courteous language
- Preparing meeting agendas and minutes

The executive assistant success tool box

- Basic modern office etiquette
- Telephone etiquette
- Email etiquette
- Event planning and execution
- Preparing for meetings and conferences
- Major event planning elements
- The event tool box
- Team and leadership skills
- Team formation stages
- Situational leadership