

Office Management

Course Overview

To make sure that your work is done effectively and efficiently and to develop an assertive organized approach to managing people & processes in the office environment, you need to attend this interactive course through which your professional & personal skills will be improved

Course Outline

Module 1: Overview and General Duties

- Professional traits and qualities
- Office settings
- Overview of operational and management functions of a typical business
- Daily duties
- Introduction to office equipment, furniture and supplies
- Organizing work and protecting its quality
- Being a time intelligent person
- Prioritizing the tasks

Module 2: Office Communications

- Telecommunications equipment and systems
- Managing incoming and outgoing communications
- Using the telephone effectively and telephone etiquette
- Business writing and netiquette fundamentals
- Overview of the document planning and generation process
- Proof-reading skills
- Setting up/developing writing layout and style guidelines for the organization
- Quick review of English and Arabic grammar
- Handling the different stages from giving, and receiving to passing on information successfully.
- Briefing skills management.
- Arranging and assisting with meetings and conferences
- Setting agendas, taking notes & minutes and following-up
- Managing the paper-load and developing paperless systems
- Getting the best from office technology
- Preparing & designing presentation slides

Module 3: Personal Communication Skills Development

- Assertiveness and conflict
- Listening skills
- Behavioral styles and how people want to be treated
- Developing a personal chain of work-connections.
- Handling people who have problems, and people who cause problems.
- Action planning

Training Methodology

This course is greatly beneficial through interaction, sharing and discussing experiences, viewing case studies, and taking part in collaborative administration activities and games.

Learning Objectives

Upon completion of this course, participants will be able to:

- Conduct and maintain a wide range of work connections
- Master time management
- Develop office systems
- Improve and Promote admin staff performance
- Interact successfully

Who Should Attend

- Office Managers
- Personal Assistants
- Executive Secretaries
- Supervisors of clerical and administrative staff
- Office Administrators

Course Duration: Three days from 9:00AM to 3:00PM

Registration Deadline: One week before the course date

Course Fees

- 2850 EGP (Registration is confirmed only upon payment)
- Fees include materials and attendance certificate
- Complimentary coffee breaks, juices and light lunch

Course Venue: Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

For Registration

- Logon to www.topbusiness-hr.com/Course_Register to fill a registration form. Alternatively you can request a registration form by mail from: training@topbusiness-hr.com.
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address.

For More Information

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