


# 2 – DAY

## EFFECTIVE ADMINISTRATIVE AND OFFICE MANAGEMENT


### CONTACT

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### INTRODUCTION

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Managing an 'office' really means handling administrative procedures and dealing with the people around you. On the one hand, efficiency is everything, as you focus on improving processes and streamlining procedures. On the other, however, the so-called 'soft' skills are essential as well, since you deal with people throughout the organisation, plus suppliers and even customers. Reaching goals through people requires interpersonal finesse and perhaps also the ability to sacrifice efficiency for harmony. Many people look to you to maintain a positive working atmosphere within the office or department.

You can improve your performance in each of these areas of responsibility, and that is the goal of this program. Besides acquiring tools and techniques that will allow you to do these things better, you will also focus on the skills you need to manage and develop yourself. The end result is that you will be much more self-aware, know how to create a stimulating and productive environment and have an action plan to start achieving it.

### METHODOLOGY

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Lectures, case studies, role plays and group discussions.

### COURSE OBJECTIVES <sup>®</sup>

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By the end of this course, you will be able to:

- Pinpoint the areas where you can improve your administrative procedures and people management skills
- Learn how to buy more effectively and work as a team with your suppliers
- Understand how to plan and administer a department budget
- Explore ways to work with others that achieve your desired goals and find creative ways to solve problems
- Learn about your personal style of handling conflict situations and discover how to develop alternative strategies
- Create a personal development plan.

### WHO SHOULD ATTEND?

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This practical approach to managing administrative procedures and your colleagues will give maximum benefit to:

- Newly appointed office managers
- Management assistants/ executive secretaries who are about to take on the role of leading others.

# PROGRAM OUTLINES

## **MODULE 1: MANAGING ADMINISTRATIVE PROCEDURES - MANAGING THE OFFICE**

- Emerging roles: moving from a support role to a managerial role
- Identifying the challenges and issues
- Key areas of responsibility
- Critical skills and qualities to achieve success
- Interaction with other functions within the organisation

## **MODULE 2: MANAGING ADMINISTRATIVE PROCEDURES - INCREASING PRODUCTIVITY AND EFFICIENCY**

- Achieving goals and meeting deadlines
- Managing multiple priorities
- Identifying and eliminating time wasters
- Using office technology wisely
- Healthy ways of dealing with stress

## **MODULE 3: MANAGING ADMINISTRATIVE PROCEDURES - CREATIVE PROBLEM SOLVING AND DECISION MAKING**

- A case study: managing expectations
- Recognising problem areas and finding solutions
- Using information to solve business problems
- Using creative techniques to find solutions
- Making and implementing decisions

## **MODULE 4: MANAGING ADMINISTRATIVE PROCEDURES - ORGANISING AND MANAGING PROJECTS**

- Defining a project, setting SMART objectives
- Identifying resources and the project stakeholders
- Implementing the plans, using the tools, dealing with risk
- Monitoring and evaluating

## **MODULE 5: MANAGING ADMINISTRATIVE PROCEDURES - MANAGING YOUR DEPARTMENT'S FINANCES**

- Buying wisely and working as a team with your suppliers
- Developing and administering a department/project budget
- Planning for contingencies, monitoring budget variances

## **MODULE 6: MANAGING ADMINISTRATIVE PROCEDURES - OFFICE MANAGEMENT AND HOUSEKEEPING**

- Need for regular housekeeping at the office
- Common housekeeping challenges at the office
- The 5S-Housekeeping concepts for office
- Practice office management and housekeeping framework

## **MODULE 7: MANAGING ADMINISTRATIVE PROCEDURES - BUILDING A PERSONAL PLAN FOR ACHIEVING GOALS**

- Reviewing your experiences: what have you learnt?
- Defining the next steps to implement what you have learnt back at work

## **MODULE 8: MANAGING PEOPLE - WORKING WITH OTHERS TO ACHIEVE RESULTS**

- What drives behaviour
- What motivates people
- Complexity and chaos - how do we manage in today's organisations
- Developing a team
- Delegating
- Feedback and feedback skills
- Coaching skills

## **MODULE 9: MANAGING PEOPLE - MANAGING CONFLICT IN YOUR OFFICE**

- Pros and Cons of conflict
- Your conflict handling style
- Pinpointing the root of the problem
- Mapping needs and concerns
- Using interpersonal skills to resolve conflict
- Achieving a win-win situation
- Managing different conflict styles

## **MODULE 10: MANAGING PEOPLE - COACHING OTHERS FOR MAXIMUM PERFORMANCE**

- Setting goals and deciding how to achieve them
- Implementing the next steps when back at work
- Networking