



## Effective Office Management

### Administration and Office Management Best Practices

#### ► Upcoming Sessions

12-16 Aug 2024	Dubai - UAE	\$5,950
09-13 Dec 2024	Dubai - UAE	\$5,950
24-28 Feb 2025	Dubai - UAE	\$5,950
12-16 May 2025	Dubai - UAE	\$5,950
11-15 Aug 2025	Dubai - UAE	\$5,950
08-12 Dec 2025	Dubai - UAE	\$5,950

#### ► Training Details

##### Training Course Overview

Effectively managing an office begins with self-management, followed by adeptly managing time, tasks, and others to achieve optimal success. This Anderson training course is designed to enhance your motivation and confidence by imparting principles and best practices of successful office management. You will learn essential skills such as prioritization, planning, and problem-solving, not just to meet deadlines but to continuously improve productivity.

Additionally, the course will empower you to communicate assertively in public, meetings, and with colleagues at all levels, including handling challenging behaviors. You will also develop self-management techniques to cope with stress, maintain a positive "can-do" attitude, and find fulfillment in your daily work, regardless of the challenges you face.

##### Training Course Objectives

**By attending this Anderson training course, delegates will be able to:**

- Organise and prioritise your workload to cope with multiple tasks and deadlines
- Think like a manager – planning, making decisions and solving problems
- Manage your thoughts and feelings to improve self-discipline, self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations
- Manage paperwork, diaries, meetings, presentations, and phones more effectively

##### Designed For

This Anderson training course is suitable to anyone who works as office personnel as it will help them become more confident and effective at organising their work and their office to achieve maximum out-put with minimal stress. Further, this is suitable to a wide range of professionals, but will greatly benefit:

- Administration Assistants

- ▶ Personal Assistants
- ▶ Secretaries
- ▶ Supervisors/ Team Leaders
- ▶ Office Managers
- ▶ Any individual working in the office support field

## ▶ Training Details

### Day One: Time and Task Management

- ▶ Excellent office management – what does it look, sound and feel like?
- ▶ The Reality Model – how to get the results you want
- ▶ 10 timeless principles of successful time and life management
- ▶ Working smarter not harder with high leverage activities
- ▶ Using technology to manage your time and tasks effectively

### Day Two: Self-Management

- ▶ Overcoming internal blocks, habits and the beliefs that hold you back
- ▶ Quantum Theory: How we create our own reality with consciousness
- ▶ How to stop reacting from emotion and start responding with emotional intelligence
- ▶ Overcoming ego and developing real self-confidence and self esteem
- ▶ Staying calm and clear in the midst of chaos, conflict and change

### Day Three: Communication Skills

- ▶ Identity different styles of communication in yourself and others
- ▶ Overcoming fear and becoming a clear and direct communicator
- ▶ Managing conflicts through a win-win approach
- ▶ Listening skills – seeking to understand before being understood
- ▶ Understanding different personality types and how to deal with them

### Day Four: Brain Skills

- ▶ Mind Mapping techniques for every occasion
- ▶ Planning skills – using a Gannt chart to manage small projects
- ▶ Creativity and problem solving techniques
- ▶ Rational and Intuitive Decision-Making tools
- ▶ Whole Brain development

### Day Five: Career Management

- ▶ Develop your own brand as a professional
- ▶ Using phone and email and social media effectively
- ▶ Body Language – understanding others and projecting a positive self-image
- ▶ Planning and presenting your ideas confidently in front of an audience
- ▶ Creating excellent power point presentations that people remember

## ▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course.

## ▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

Request for a Tailor-made training and educational experience for your organization now:

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

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