



Certified Administration and Office Management Professional

Effective Office Management: Administration and Office Management Best Practices

► Upcoming Sessions

02-06 Sep 2024	Online	\$3,950
04-08 Nov 2024	Online	\$3,950
13-17 Jan 2025	Online	\$3,950
01-05 Sep 2025	Online	\$3,950
03-07 Nov 2025	Online	\$3,950

► Training Details

Online Training Course Overview

Effectively managing an office requires adept self-management skills, followed by the ability to manage time, tasks, and personnel to achieve optimal success. This Anderson training course is designed to boost your motivation and confidence by imparting principles and best practices of successful office management. You'll learn to prioritize, plan, and troubleshoot, not just to meet deadlines, but to continuously enhance productivity. Additionally, you'll develop enhanced communication skills for interactions in public, meetings, and with staff at all levels, including handling challenging behaviors. Finally, you'll acquire self-management techniques to cope with stress, maintain a positive attitude, and find fulfillment in your role each day, regardless of challenges.

Online Training Course Objectives

By attending this Anderson online 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 online training course 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

Amongst a wide range of valuable topics, the following will be prioritised:

- ▶ Achieving results through intelligent use of time and resources
- ▶ Creating efficient work flow systems and a user friendly work environment
- ▶ Harnessing the power of the mind - through Mind Mapping, problem solving and decision-making techniques
- ▶ Using tools to manage projects and meet deadlines every time
- ▶ Communicating effectively, assertively and managing conflict situations
- ▶ Understanding and using body language in daily life
- ▶ Understanding different personality types at work and how to deal with them
- ▶ Becoming a leader with a clear purpose, vision and mission and values
- ▶ Making a powerful confident and clear presentation
- ▶ Understanding stress and learning coping skills and work life balance

▶ Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 - 12:30	:	First Session
12:30 - 12:45	:	Break (15 minutes)
12:45 - 14:15	:	Second Session
14:15 - 14:30	:	Break (15 minutes)
14:30 - 16:00	:	Third Session

▶ The Certificate

- ▶ Anderson e-Certificate of Completion will be provided to delegates who attend and complete the course
- ▶ **Anderson Professional Certification (APC)®** e-Certificate will be provided to delegates who successfully completes and pass the APC assessment

▶ 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

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

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