



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
24-28 Feb 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 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.

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 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 Gantt 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

▶ 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

An Anderson e-Certificate will be provided to delegates who attend and complete the online training 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

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

Email: inhouse@anderson.ae

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