



## Certified Administration and Office Management Professional

Effective Office Management: Administration and Office Management Best Practices

### ► Upcoming Sessions

28-30 Nov 2022	Online	\$1,750
14-16 Aug 2023	Online	\$1,950
11-13 Dec 2023	Online	\$1,950

### ► Training Details

#### Online Training Course Overview

To manage an office effectively you need to first manage yourself, and then manage your time, tasks, and others in order to achieve maximum success. This Anderson training course will help increase your motivation and confidence through understanding of principles and best practices of successful office management. You will learn to prioritise, plan, and solve problems not just to get your work done on time, but to have continuous improvement in productivity. You will learn to communicate more confidently in public, meetings, and with all levels of staff, including managing difficult behaviours. Finally, you will gain self-management skills which will help you to cope with stress, keep a 'can do' positive attitude, and enjoy your job each day no matter what the challenges are.

#### 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

### ► Preview

**First Session : 11:00 - 12:30 1<sup>st</sup> Break : 12:30 - 12:45 Second Session : 12:45 - 14:15 2<sup>nd</sup> Break : 14:15 - 14:30 Third Session : 14:30 - 16:00**

## ▶ The Certificate

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

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