



Certified Administration and Office Management Professional

Effective Office Management: Administration and Office Management Best Practices

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.

UPCOMING SESSION

15 - 19 August 2021 / Dubai
Fees: \$5,250

12 - 16 Dec 2021 / Dubai
Fees: \$5,250

*This fee is inclusive of Documentation, Lunch and Refreshments and exclusive of 5% UAE VAT



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 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 COURSE OUTLINE

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 friend 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

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