
Advanced Office Management & Effective Administration Skills

18 – 22 November 2019, Istanbul, Turkey

Having effective administrative skills are essential in today's work environment. Being organized, punctual, and effective in your communication skills, both written and verbal are crucial if you want to achieve your goals in any endeavor you pursue. Think of it.

The current business environment is filled with many sources of information, and you have to take that information and analyze it, prioritize it, and process it to the extent where value is achieved for the organization. Good administrative skills reduce the risk of "things falling through the cracks." Great administrative skills create exponential results that spot potential problems, overcome obstacles, and leverage resources effectively.

In this course, you will learn the core skills that will help you use your resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this module will take time to root into your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

Course Outline:

Day One:

Module One: Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Module Two: Getting Organized (I)

Dealing with Email
Managing Electronic Files
Keeping Track of the Paper Trail
Making the Most of Voice Mail

Module Three: Getting Organized (II)

Keeping Your Workspace Organized
Using a To-Do Book
The Extra Mile: Adding Project Management Techniques to Your Toolbox

Day Two:

Module Four: Managing Time

Managing Your Time
Keeping Others on Track
Maintaining Schedules

Module Five: Getting It All Done On Time

Prioritizing
The Secret to Staying on Track
Goal Setting

Day Three:

Module Six: Special Tasks

Planning Small Meetings
Planning Large Meetings
Organizing Travel

Module Seven: Verbal Communication Skills

Listening and Hearing: They Aren't the Same
Asking Questions
Communicating with Power

Day Four:

Module Eight: Non-Verbal Communication Skills

Body Language
The Signals You Send to Others
It's Not What You Say, It's How You Say It

Module Nine: Empowering Yourself

Being Assertive
Resolving Conflict
Building Consensus
Making Decisions

Day Five:

Module Ten: The Team of Two

Working with Your Manager
Influencing Skills
What to Do in Sticky Situations

Module Eleven: Taking Care of Yourself

Ergonomic
Stress Management
Dealing with a Heavy Workload

Module Twelve: Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations

Training Method

- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Self-test and group activities
- Each participant receives a binder containing a copy of the presentation slides and handouts

Program Support:

This program is supported by interactive discussions, role play, case studies and to highlight the techniques available to the participants.

** In the event of uncontrollable circumstances, we may have to change main lecturer(s) for reasons out of control but replacement will always meet global standards of PROJACS International.

Course Fee :

US\$ 4,500