

# Office Management & Communication Techniques Masterclass

Secretary & Admin  
Cape Town (South Africa)  
28 Jul - 08 Aug 2025

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## Office Management & Communication Techniques Masterclass

**Ref:** 3312\_127578 **Date:** 28 Jul - 08 Aug 2025 **Location:** Cape Town (South Africa) **Fees:** 5600 Euro

### Course Description

This intensive 10-day course equips participants with essential office management skills and advanced communication techniques. Designed for aspiring and current office managers, the program covers leadership, organizational efficiency, and effective communication strategies. Participants will gain practical knowledge to excel in modern office environments.

### Learning Objectives

- Develop strong leadership and management skills for office settings
- Master effective communication techniques for diverse workplace scenarios
- Learn to optimize office operations and increase productivity
- Enhance problem-solving and decision-making abilities
- Acquire skills in conflict resolution and team management

### Course Modules

#### Day 1: Introduction to Office Management

- Role and responsibilities of an office manager
- Key skills for successful office management
- Office management in the digital age
- Setting goals and objectives for office efficiency

#### Day 2: Leadership in Office Management

- Leadership styles and their application
- Motivating and inspiring office teams
- Delegation and empowerment techniques
- Building a positive office culture

#### Day 3: Effective Communication Fundamentals

- Principles of effective communication
- Verbal and non-verbal communication skills
- Active listening techniques
- Overcoming communication barriers

#### Day 4: Advanced Communication Strategies

A graphic of a chessboard with several pawns. A large gold king piece is prominent in the foreground, with other pawns in silver and gold behind it. The board has a checkered pattern.

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- Persuasive communication techniques
- Giving and receiving feedback
- Handling difficult conversations
- Cross-cultural communication in the workplace

### **Day 5: Office Organization and Productivity**

- Time management and prioritization
- Streamlining office processes
- Implementing effective filing and record-keeping systems
- Leveraging technology for increased productivity

### **Day 6: Problem-Solving and Decision-Making**

- Analytical and critical thinking skills
- Problem-solving methodologies
- Decision-making frameworks
- Risk assessment and management

### **Day 7: Conflict Resolution and Negotiation**

- Understanding workplace conflicts
- Conflict resolution strategies
- Negotiation skills for office managers
- Mediation techniques

### **Day 8: Team Management and Collaboration**

- Building and managing high-performing teams
- Fostering collaboration and teamwork
- Managing remote and hybrid teams
- Conducting effective meetings

### **Day 9: Office Finance and Budgeting**

- Basic financial management for office managers
- Budget creation and management
- Cost-saving strategies
- Financial reporting and analysis

### **Day 10: Professional Development and Future Trends**

- Continuous learning and skill development
- Emerging trends in office management
- Career advancement strategies
- Creating a personal development plan

## Practical Wins for Participants

- Develop a comprehensive office management toolkit
- Create an action plan for implementing communication strategies
- Design an efficiency improvement project for their workplace
- Craft a personal leadership development roadmap

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