

Office Management & Communication Techniques

Secretary & Admin
Tunis (Tunisia)
16 - 27 Feb 2025

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Office Management & Communication Techniques

Ref: 3312_130989 **Date:** 16 - 27 Feb 2025 **Location:** Tunis (Tunisia) **Fees:** 6200 **Euro**

Introduction

A professional Office Manager effortlessly combines a diverse range of responsibilities ensuring that office processes and activities are efficiently and smoothly managed. This course will help participants develop an assertive and organized approach to managing people and processes in their office, to facilitate harmonious and productive working. The course additionally aims to develop participant's communication, reporting, and writing skills.

Course Objectives of Office Management & Communication

- Understanding best practice in key office procedures
- Learning roles and responsibilities of an office manager
- Enhancing interpersonal communication approaches
- Being able to manage office Communications
- Developing outstanding writing skills
- Applying assertive decision-making and problem-solving skills
- Applying techniques to plan and manage workload effectively and achieve objectives
- Keeping detailed records in the office
- Organizing business relationships
- Being able to handle work pressure effectively

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles.

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Office Management & Communication Course Outlines

Day 1

Defining the role of the office manager

- Key tasks of an office manager
- Workflow and working stations
- Workplace security
- Maintaining a good organizational environment
- Communication models

Day 2

The art of communication

- Interpersonal communication
- From interpersonal towards organizational communication
- The different levels of business communication
- The art of persuasion

Day 3

Writing Skills from linguistic perspectives

- Arabic Report Vs English Report.

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- Three approaches to business writing
- Gathering and organizing data
- Writing report blueprints and outlines
- Forming clear and organized reports TOC

Day 4

Writing an accurate and effective report

- The types of business reports
- The basic elements of business reports
- Steps to writing an effective business report
- Technical skills in preparing reports

Day 5

Essential rules for preparing reports

- The difference between informative reports and analytical reports
- The three basic steps in writing a managerial report
- Reports different criteria
- Understanding the informative reports

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- Understanding the analytical reports

Day 6

Creative ways for presenting reports

- Different types of business letters
- Writing business letters effectively
- Negotiation skills
- Conflict resolution - suggested strategy and outcomes
- Dealing with different types of personalities

Day 7

Appointment setting

- Handling visitors effectively
- Making travel arrangements
- Business meetings
- Events arrangement

Day 8

Effective decision making

- Tools that support decision-makers

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- Problem-solving techniques
- The Six Thinking Hats
- Brainstorming rules and techniques

Day 9

Business documentation

- Bookkeeping
- Filing systems
- Filing electronic or paper documents
- Naming records
- Reviewing and destroying records

Day 10

Personal skills for secretary

- Critical thinking
- Managing time effectively
- How to prioritize
- Handling work stress and preventing job burnout
- Maintaining a work-life balance

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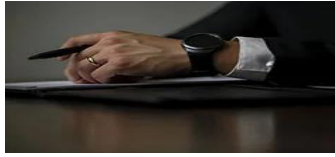
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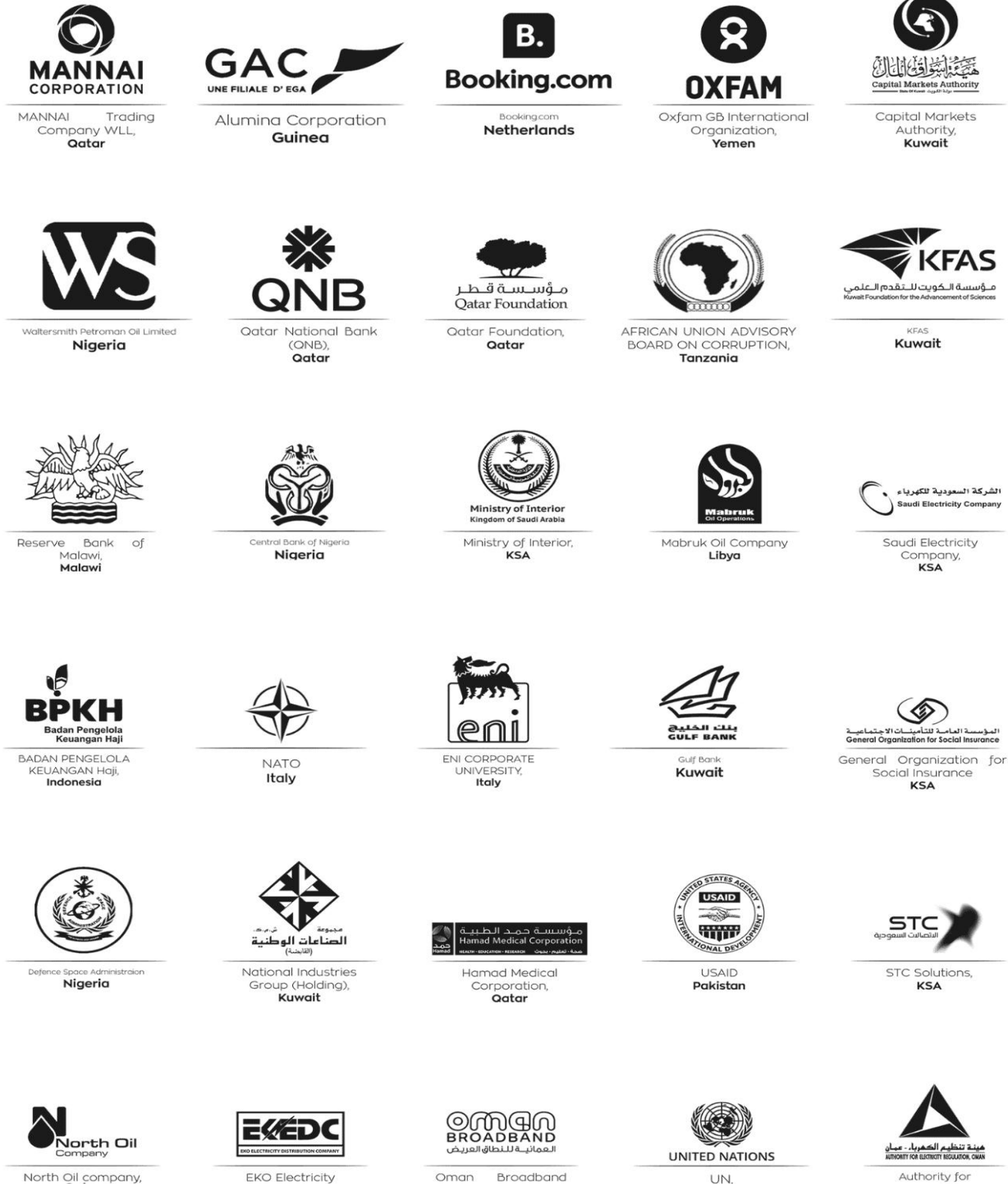
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