# Introduction

The modern office environment demands more advanced management skills, as office managers face challenges such as increasing demands for speed, accuracy, the use of new technology, and the management of diverse workforces. This **Advanced Office Management and Administration Skills Training** is designed to address these complexities, offering a deep dive into advanced skills that will help office managers work more confidently, creatively, and efficiently.

The course provides a comprehensive learning experience, combining theoretical knowledge and practical applications of advanced office management techniques. Upon completion, participants will receive certification, showcasing their expertise in office management and administration.

# Targeted Groups

This program is ideal for:

- **Office Managers**
- **Team Leaders**
- **Administrators**
- **Supervisors**
- **Secretaries**
- **Support Staff**

# Course Objectives

By the end of this advanced office management and administration skills course, participants will be able to:

- Manage time effectively and prioritize daily responsibilities for maximum output.
- Streamline office practices and environments for greater efficiency.
- Communicate assertively and effectively at all levels.
- Manage business meetings efficiently.
- Effectively handle electronic records and reports.
- Utilize project management skills to execute office tasks.
- Apply modern techniques in filing and indexing.
- Use creative thinking and problem-solving techniques for decision-making and planning.

# Targeted Competencies

Upon completion of this course, participants will have the following competencies:

- **Organizing, Planning, and Decision-making Skills**
- **Time Management, Prioritizing, and Productivity**
- **Task Management**

- **Meeting Management**
- **Information Management**
- **Electronic Records Management**
- **Communication Skills**

# Course Content

## Unit 1: Office Planning and Organizing

- Introduction to office functions and their specific roles.
- Effective office planning and layout.
- Organizing responsibilities and accessibilities within the office environment.
- Roles and attributes of an office manager and team members.
- Q&A and homework assignments.

## Unit 2: Filing and Indexing

- Overview of filing and indexing systems.
- Introduction to various filing equipment and their uses.
- Techniques for effective indexing and organization of office documents.
- Discussion, Q&A, and homework.

## Unit 3: Electronic Records Management (ERM)

- Business drivers behind Electronic Records Management.
- Understanding capture, metadata, and classification.
- Information governance and ERM technology solutions.
- Standards and best practices for electronic records management.
- Q&A and homework assignments.

## Unit 4: Effective Communication and Time Management

- Key components of effective communication and common barriers.
- The **7 C’s of Communication** for clarity and effectiveness.
- The role of non-verbal communication and body language.
- Techniques for mastering time management in a fast-paced office.
- Q&A and homework assignments.

## Unit 5: Effective Administration Skills

- Office management planning and its impact on overall productivity.
- Using tools like **mind mapping** and **Gantt charts** for task and project management.
- Problem-solving techniques for administrative challenges.
- Effective meeting management skills.
- Strategies for working with multiple managers and overseeing team coordination.
- General review and certification.

## Conclusion

By the end of this advanced training program, participants will have developed a sophisticated set of skills that will enable them to manage office operations with confidence, creativity, and efficiency. Whether seeking to enhance their current role or advance to a more senior office management position, graduates will be well-prepared to thrive in dynamic work environments and make a significant impact on their organizations.