Introduction

The **Executive Secretary and Office Management Program** is designed to equip participants with the skills and knowledge needed to excel in office management roles. By applying the best international methodologies and practices, this training program focuses on enhancing the efficiency, expertise, and behavioral skills required for top office management.

This comprehensive course will cover key topics such as time management, official correspondence, administrative communication, archiving, and office etiquette. Participants will learn how to manage both leaders and subordinates effectively, with practical applications that are tailored to the dynamic nature of modern office environments.

Targeted Groups

This course is ideal for:

- **Office Managers**
- **Executive Secretarial Staff**
- **Administrative Assistants**
- **Personal Assistants**

Course Objectives

By the end of this training program, participants will be able to:

- Provide excellent support to their managers and teams.
- Understand and utilize their strengths and weaknesses.
- Communicate and influence effectively.
- Gain confidence in reporting and presenting information.
- Set and achieve both short-term and long-term targets.
- Identify priorities and manage time effectively to keep work on track.

Targeted Competencies

Upon completion of this course, participants will have gained competencies in:

- **Administrative skills**
- **Time management**
- **Coordinating skills**
- **Prioritization**
- **Communication skills**
- **Etiquette and protocol skills**
- **Problem-solving**
- **Stress management**
- **Conflict management**

Course Content

Unit 1: The Modern Concepts of Office Management

- **Office Management Overview:** Understand the difference between office management and work coordination.
- **Modern Office Functions:** Learn about global office functions and the importance of modern office management.
- **Office Organization:** Study the principles of organizing office management and archives in contemporary settings.

Unit 2: Tasks and Responsibilities of the Director of the Contemporary Office

- **Office Manager's Role:** Learn about the key functions and skills required for office managers.
- **Responsibilities:** Understand the duties and responsibilities of office managers, including business scheduling, meeting planning, and information management.
- **Administrative Communication:** Learn about the scientific concept of communication in office management and the art of managing relationships with both leaders and subordinates.

Unit 3: Office Management Protocol

- **Protocol Overview:** Explore the elements of effective office management behavior and how to manage the first impression.
- **Charisma & Body Language:** Understand the psychological impact of charisma, body language, and first impressions on effective office management.
- **VIP Visitor Protocol:** Learn how to handle VIP visitors with professionalism, including essential etiquette and communication skills.

Unit 4: The Importance of Communication Skills in Office Management

- **Communication Models:** Understand the Davis model of communication, the Johari Window model, and effective body language for office managers.
- **Office Manager Patterns:** Learn to apply the Herman HBDI scale and perceptual positioning techniques to manage different communication styles.
- **Persuasion and Influence:** Master persuasion and influence techniques to effectively communicate in secretarial and office management tasks.

Unit 5: Excellence in Office Management Strategies and Arts

- **File Organization:** Learn strategies for organizing files and information and the art of archiving.
- **Official Correspondence:** Master the art of drafting official correspondence, including memos, reports, and emails.
- **Meeting Management:** Understand the art of organizing and managing meetings, including writing and managing meeting minutes.

- **Higher Thinking Skills:** Learn the importance of higher-level thinking for effective decision-making, problem-solving, and creative thinking in office management.
- **Conflict Management:** Study stress and conflict management techniques to resolve disputes in the workplace.

This course provides a comprehensive guide to becoming a highly effective office manager, offering both theoretical and practical insights into managing office operations, communications, and relationships within the modern business environment.