Effective Office Administration and Management

Course Objectives
On completion of the course participants should be able to:

- Take control of their work habits and develop the practical skills and the personal strengths needed to be professional office managers
- Advise and make decisions on behalf of the managers
- Increase their productivity and effectiveness by prioritizing and making continuous improvement of their working practices
- Manage time better and work to meet deadlines
- Express themselves assertively with confidence and clarity to customers, colleagues and higher management
- Perform better at record keeping, organizing meetings and providing useful assistance to their supervisors;
- develop their levels of self-motivation, self-control and self-confidence
- Use a wide range of thinking skills, including: planning, problem solving, creative thinking and decision-making

Target Groups
- Executive secretaries
- Junior secretaries
- Personal assistant and private secretaries
- Administrative assistants
- Administrators

Course Outline
- Setting Personal objectives
- Conducive office environment management
- Reporting to Management
- Identifying common issues and challenges
- Preparing and delivering a speech in public
- Delegation and Motivation
- Effective Utilization of Available Technologies
- Time Management
- Developing emotional intelligence
Managing Conflicts
Best practices for delivering positive and negative feedback
Organising Appointments and Meetings
Financial responsibilities
Successful public relations
Relationship Management
Coaching Skills
Basic Project Planning
Organizing and Managing Teams
Operational Management and Resources Management
Leadership development
Diversity Management
Strategies for managing change
Negotiation skills and technique
Motivation and Talent Management
Team Appraisals and Reviews
Decision making and problem solving
Action Planning

Dates: 02\textsuperscript{nd} – 13\textsuperscript{th} March 2020
Cost: US$3150/delegate
Duration: 2 weeks
Venue: Harare, Zimbabwe