

# Administration and Office Management: Best Practices and Technologies

CODE: AS019

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2023

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## Administration and Office Management: Best Practices and Technologies

ASo19

### Learning Objectives

#### At the end of this training course you will:

- Define the new roles of executive assistants and administrators.
- Use technology to get more done and to stay connected with the office and their boss.
- File, document, sort, index and retrieve corporate documents, records, and reports.
- Identify quality standards for servicing internal and external customers and appreciate the impact of office design on the overall performance.
- Demonstrate better command of the English language including the meaning and spelling of words, rules of composition, and grammar.

### Who Should Attend?

#### This training course is suitable to a wide range of professionals but will especially benefit:

Executives, assistants and administrators who are interested in rejuvenating their practices and skills for better performance. The program offers a challenging opportunity to enhance interpersonal communication skills, people skills, and especially English business writing skills.

### New Roles for New Times

- The Changing Organization
- The Role of Management in The Workplace
- Optimizing Communication and Influence
- Fostering a Professional Attitude
- Producing Results from Various Activities
- Use of Technology to Get Things Done

### Mastering Data Management and Office Etiquette

- Basic Modern Office Etiquette
- What Not to Do in your Cubicle
- Telephone and Email Etiquette, Skills, and Courtesy
- Records Management (Filing and Documenting Soft and Hard Copies)
- Indexing, Archiving, and Retrieving Data and Documents
- Handling Office Finances and Petty Cash

### Creating a Motivating and Productive Office Environment

- Understanding Office Design as Part of Enhancing Productivity
- Feng Shui Office Design: The Art of Working (Tips and Basic Steps)

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- Communicating with Employees for Better Results
  - Dealing and Communicating with Different Cultures at Work

### Advanced Communication Skills for Administrators

- Preparing Powerful Short Presentations
- Advanced Business Writing (Reports, Proposals, Faxes, Letters, Memos, Emails, etc.)
- Dealing with a Difficult Boss

### Time and Project Management for Administrators

#### **Emotional Intelligence – the Five Competencies**

- Self-awareness
- Self-management
- Empathy
- Social awareness
- Relationship management

### The Impact of Technology on the Administrator's Roles and Tasks

- The Use of Smart Phones to Stay Connected and Liaise with Others
- Synchronizing your Smart Phone with your Computer for Updates
- The Use of Electronic Devices to Research, be Informed and Report on Timely Basis

### **Course Format**

Face-to-Face

**Location: Singapore/ UK/Dubai/ USA**

### **Locate Our Office:**

USA - 9905 UNIVERSITY CITY BLVD, #462 CHARLOTTE NC, 28213.

CANADA - 670 HURONTARIO STREET, L5B 1P3, MISSISSAUGA, CANADA.

HILTON LONDON OLYMPIA 380 KENSINGTON HIGH ST. LONDON W14 8NL UNITED KINGDOM

COPTHORNE HOTEL DUBAI PORT SAEED - DEIRA DUBAI, UNITED ARAB EMIRATES.

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**CALL US:**

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**Schedule and Fees:**

**\$3,950.00 Fees** + VAT as applicable

(including coffee breaks and a buffet lunch daily)

**Duration: 10 Days**

**Dates: 23rd Oct. – 3rd Nov. 2023**

**27th Nov. – 8th Dec. 2023**



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