

## **COURSE OUTLINE**

### **■ The future workplace: the future-fit code to transformation**

- ✓ Research-based, synoptic overview of the future workplace
- ✓ Gap and SWOT Analyses to determine the state of readiness

### **■ New roles for new times**

- **The changing organization**
- **The role of management in the workplace**
- **The main tasks of office managers**
- **New roles for new times**
  - ✓ Optimizing communication and influence
  - ✓ Fostering a professional attitude
  - ✓ Producing results from various activities
  - ✓ Use of technology to get things done

### **■ Mastering data management, indexing and archiving**

- **Mastering filing systems**
  - ✓ Five secrets to organize files better
  - ✓ Electronic archiving
- **Records management**
  - ✓ The records and information cycle
  - ✓ Common problems in records management
  - ✓ Rules for indexing personal and business names
  - ✓ Cross referencing personal names

### **■ Organizing meetings**

- ✓ Elements of an effective meeting
- ✓ Preparing the agenda
- ✓ Meeting common time wasters
- ✓ Taking minutes of meetings
- ✓ Responsibilities of meeting leaders and participants

### **■ The executive assistant success tool box**

- **Basic modern office etiquette**
  - ✓ Telephone etiquette
  - ✓ Email etiquette
- **Event planning and execution**
  - ✓ Preparing for meetings and conferences
  - ✓ Major event planning elements
  - ✓ The event tool box
- **Team and leadership skills**
  - ✓ Team formation stages
  - ✓ Situational leadership

## ■ **Best Principles in Managing time**

- ✓ Identifying and eliminating time wasters
- ✓ Setting goals and priorities
- ✓ Using measures to control and improve your effectiveness
- ✓ Planning and managing time for self and others
- ✓ Preparing time logs and learning from them

## ■ **Using the telephone properly**

- ✓ Professional telephone behaviour
- ✓ Rules for good listening
- ✓ Steps in professional handling of an incoming call
- ✓ Dealing with difficult callers
- ✓ Identifying common phone problems and formulating solutions

## ■ **Creating a motivating and productive office environment**

- **Design and productivity**
  - ✓ Feng Shui office design: the art of working (tips and basic steps)
- **Dealing with and managing diversity**
  - ✓ Communicating across cultures
- **Six steps to great time management**
- **Dealing with difficult bosses**
- **Inbox zero: managing emails effectively**

## ■ **Advanced communication skills for administrators**

- **Business communication**
  - ✓ Communication defined
  - ✓ Types of communication
  - ✓ Tips for smart communication
- **Creating powerful short presentations**
  - ✓ Tips for powerful presentations
  - ✓ Key characteristics of dynamic speakers
  - ✓ The four step communication process
  - ✓ The anatomy of a good presentation
- **Advanced business writing**
  - ✓ Managing the reader's expectations
  - ✓ Using positive and courteous language
  - ✓ Preparing meeting agendas and minutes

## ■ **The role of the office manager and administrator**

- ✓ Perception versus reality
- ✓ The 3Ds of successful administrators: dramatically and demonstrably different
- ✓ Competencies required for success

- ✓ What it takes to be a 'star' at work
- ✓ Identifying your role

#### ■ **Effective verbal and written communication skills**

- ✓ Improving credibility and gaining recognition
- ✓ Importance of having positive attitude
- ✓ Being assertive
- ✓ Selling your ideas to the boss, colleagues, subordinates and clients
- ✓ Preparing a professional presentation
- ✓ What constitutes professional business writing
- ✓ Style and layout
- ✓ Obtaining your objective with the reader
- ✓ Readers' expectations

#### ■ **Serving the internal and external customer**

- ✓ Understanding the needs of internal and external customers
- ✓ Removing services barriers
- ✓ Providing excellent service
- ✓ Breaking down the silo mentality
- ✓ Handling complaints

#### ■ **Stress management techniques**

- ✓ Causes and symptoms
- ✓ Identifying your stressors
- ✓ How stress affects performance
- ✓ Formulating a comprehensive stress management plan

**The end**