

Master Class Office Management & Effective Administration

Skills Training

(Learn the Skills of Managing A Professional Office - Whether Large or Small)

Bright Achievers Training Consultants Ltd will be conducting a virtual training on Master Class Office Management & Effective Administration Skills. We are therefore inviting you to participate in this program and promise you a rewarding experience.

Dates	20th – 24th May 2024
Location	Virtual
Charges	KSH 15,000 Per Person-Early Booking and Team Discounts Available

Overview

This five-day programme allows participants to see clearly how offices can be run efficiently and effectively. By developing management skills: focusing on leadership, effective communication, time management, recruitment, planning and organizing, how office managers and senior level administrators can improve business processes. It will also improve procedures and internal systems, ensuring their organization is working at maximum capability.

Who Should Attend?

This course would ideally suit staff responsible for the planning and organizing of an office environment, and/or a team of people, e.g. office managers, office administrators, executive assistants. This programme will provide new skills and develop confidence to be able to run a smoother operation, and manage a diverse team.

What You Will Gain

- ❖ The necessary leadership skills to manage a diverse team.
- ❖ Awareness of different personalities and ways of effectively communicating with them, motivating, and empowering them.
- ❖ The ability to administratively manage an office.
- ❖ Ways to schedule your time and prioritize your daily life.
- ❖ The ability to implement the tools and techniques of the programme to increase your effectiveness and efficiency.

Course Outline

- ✓ Your Role And Responsibilities As The Office Manager
- ✓ Competencies Of An Office Manager

• The Office Manager as a Leader

- ✓ What Is Leadership
- ✓ Characteristics Of A Business Leader
- ✓ Managing Vs Leading
- ✓ Challenges of Leadership & Strategies To Deal With Them
- ✓ Office Ethics
- ✓ Examining Company Structures & Organization Charts

• Recruitment & Selection

- ✓ Job Descriptions
- ✓ Competencies Required For Individual Positions
- ✓ Interviewing Techniques

• Office Administration

- ✓ Office Layout
- ✓ Health & Safety
- ✓ Ensuring Smooth Office Operations
- ✓ Dealing With Paper Flow
- ✓ Document Management Systems

- **Policies & Procedures**

- ✓ Why They Are Important & How To Communicate Them Effectively
- ✓ How To Write Them

- **The Planning Process**

- ✓ Setting Objectives
- ✓ Brainstorming & Mind Mapping

- **Time Management**

- ✓ Using Technology In Time Management
- ✓ Prioritizing Tasks By Urgency & Importance
- ✓ Identifying Time Wasters
- ✓ Dealing With Interruptions
- ✓ Delegation Techniques

- **Communication**

- ✓ How & Why Do We Communicate?
- ✓ Non-Verbal Communication
- ✓ Barriers To Communication & Overcoming Them
- ✓ Gaining Attention & 'Connecting With People'
- ✓ Powerful Questioning & Listening Skills
- ✓ Email Etiquette
- ✓ Understanding Cultural Differences
- ✓ Understanding Different Personalities & How To Communicate With, Motivate, & Empower Them

- **Dealing With Difficult People & Situations**

- ✓ Developing Assertiveness Techniques
- ✓ Managing Conflict Effectively
- ✓ Managing Upwards

And much more!

LEARNING EXPERIENCE;

- PowerPoint presentations.
- Group work.
- Participant's workshop presentations.
- Case studies.

Charges: Your investment for the 5 days comprehensive training is Ksh 15,000 Plus VAT per person, to cater for facilitation, training materials and certification.

DISCOUNTS: Take advantage

- For every 3 people booking from the same organization, you get a 4th FREE slot.
- Get 10% off if you pay 7 days before the training date.

Payment Option: Payment to be made via cheque deposit or bank transfer.

This is a NITA approved training. Participating organizations can claim reimbursement of training fees in accordance with NITA rules and regulations.

How to register

For inquiries and reservation please get in touch with Mary on
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or call +254 723 130 137/ WhatsApp+254 729 958 590.