



SOUTERS®

Business and Office Skills Training Specialists

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OFFICE MANAGER DIPLOMA

DESCRIPTION

The best way to get an Office Manager Job with a Premier Office Manager Diploma Qualification offered in London.

“was very nervous but I was made very welcome and relaxed quickly”

OBJECTIVE

To enable the participant to gain a wide range of the skills required by an office manager in a modern working environment. For the participant to develop confidence in their capability to deliver effectively in their roles.

COURSE FORMAT

Classroom format over five full days with experienced live tutors. This is complimented by up to three months of Microsoft Office training, on a flexi hours part-time basis which can be performed online.

DATES AND DURATION

Five day course in house, tutor led classes, plus additional flexi-time for MOS training and exams. See [Schedules](#) for dates.

SUITABLE FOR

There is no defined entry criteria, as the course is suitable for a wide range of backgrounds. Participants vary from administration staff looking to develop their career or existing office managers looking to enhance on the job performance. Career changers and people from other fields looking to upskill will find the course invaluable.

COURSE REQUIREMENTS

A good general level of secondary education.

BENEFITS

Job readiness, confidence and a wide range of skills. This will enable you to be more confident in your job performance.

OUTCOME

Exam and certification including MS Office exams; great deal of on the job improvement and improved employability.

COURSE CONTENT

The course is a mixture of practical exercises and live tuition. The first two days of the course focus on technical skills:

- Preparation of Business documents, letters, faxes etc
- Organisational charts
- Business letter writing
- Health and Safety
- Legislation and compliance
- Equal opportunities and diversity
- Customer focus
- Staff codes or practice, handbooks etc.
- IT software and hardware; communications equipment.
- Team working
- Policies and procedures of organisations
- Targets and budgets
- Different management styles explained
- Time management
- Filing and keeping records

From Day 3 the focus is on managerial skills

- The role and responsibilities of an office manager
- Working effectively with others
- Introduction to management theory and its practical application
- Managing others and coaching them for a higher job performance.
- Assessment of job output
- HR (Human Resources) functions and activities.
- Objective and priority setting
- Deal successfully with stress
- Project management and planning - an overview including resource allocation
- Delegation
- Motivating your people
- Negotiating techniques
- Results feedback in relation to planned objectives
- Conflict management
- Problem solving and devising ideas for solution
- Systematic decision making

- The Microsoft Office training (MOS) in three Microsoft Office products of your choice to Proficient Level (or Expert if preferred) within our Microsoft Academy environment. If you do not require the IT segment of the Diploma please try the Office Manager Course

