



OFFICE MANAGER COURSE

OBJECTIVE

To provide an intense exposure to the varied skills needed by an office manager in a modern workplace. To provide confidence and the ability to perform efficiently within your organisation.

COURSE FORMAT

Face to face five day course with live tutors giving a mixture of theory, interactive sessions and practical exercises.

DATES AND DURATION

Five day course; assessment to be taken on the last day. [Date and times as per course schedule.](#)

TESTIMONIALS

"The most effective learning course I've ever been on".

SUITABLE FOR

Administration staff looking to become a supervisor or office manager; existing office managers looking to enhance on the job performance and knowledge/skill base.

COURSE REQUIREMENTS

At least a good level of secondary education.

BENEFITS

Improved and more confident on the job performance.

Certification for successful completion

Outcome

Improved employability and confidence on the job.

COURSE CONTENT

The course comprises a mixture of theory, interactive sessions and practical exercises. Key areas covered in the first two days of the course are:

- Policies and procedures of organisations
- Effective Business letter writing
- Preparation of Business letter, emails, faxes etc
- Explanation of organisational charts
- Health and Safety in the office
- Legislation and related compliance
- Customer facing skills
- Staff codes or practice, handbooks etc.
- IT equipment; communications equipment.
- Effective Team working
- Budgets and target setting
- Explanation of management styles
- Filing and keeping organisational records
- Equal opportunities and diversity in the workplace
- Management of time

From Day 3

- Office Managers, the role and responsibilities
- Working well with colleagues
- Introduction to management theory and its practical application
- Coaching others and improving performance. Measurement of office work
- HR (Human Resources) functions and activities
- Effective conflict management
- Practical problem solving
- Systematic approach to decision making
- Negotiation techniques
- Setting Goals and priorities
- Managing stress
- Project management and planning - an overview including resource allocation
- Delegate effectively
- Motivating your people
- Results feedback in relation to planned objectives

