



# Effective Office Management

24 to 28 January 2010/ Malaysia

## By the end of the program, participants will be able to:

- The strategic importance of defining and understanding your crucial role as an office manager
- The keys to robust and effective organisation
- How to effectively manage the dynamics of change
- Take on extra responsibility while staying in control
- Effective negotiation and influencing skills and how to best apply them in your role
- How to get the outcome you desire through effective win/win communication skills
- How to cram 24 hours into a morning – a Masterclass in dynamic time management
- How to manage difficult people, situations and stress in a calm and effective manner
- Foster a productive and efficient office environment

## WHO SHOULD ATTEND

This is relevant for anyone becoming an office manager or taking on office management responsibilities. It's a useful refresher for those in existing office management positions wanting to enhance their skills and benefit from formal, structured training with real world applications.

## COURSE PROGRAM

### Defining the Role of the Office Manager

- Understanding the core components of the office manager role:
  - > Functions
  - > Roles
  - > Responsibilities
- Clarifying expectations

### Logistics – the Art of Effective Planning & Organizing

- How to plan – a step by step framework for success
- The importance of robust project management skills – and how to implement them
- Documentation control – ensuring you have the facts at your fingertips
- Organizing and structuring processes and procedures
- Problem solving and decision making

### Techniques to Enhance Your Leadership Capabilities

- Influencing Across Your Organisation – Getting Them to Accept the Decision
- The role of influencing within modern organisations
- Influencing upwards
- Influencing across business functions
  - > Influencing teams
  - > Influencing individuals

### Prioritising – How to Cram 24 Hours into a Morning

- How to prioritise in a way that works for you
- Best practice time management techniques
- How to defend your time from institutional and colleague attacks
- Practical steps for increasing productivity and efficiency
- The importance of effective delegation

## **Mastering Time & Workflow Management Skills**

- Review how you spend your time through a self audit exercise
- Develop a systematic way of managing a workflow
- Identify your personal 'time stealers'
- Avoid 'hurry sickness' and be aware of your greater goals
- Learn how to say 'no' (nicely) and mean it
- Work at an optimum level to ensure successful outcomes
- Realise personal skills required to use time more effectively

## **Essential Negotiation Skills – Doing Win/Win deals**

- The critical importance of robust negotiation skills
- Understanding your counterpart
- Learn your strengths and play to them
- Tactics and counter tactics
- Why win/win is the ultimate goal in any negotiation

## **Effective Communication – Written & Spoken**

- How to get your message across firmly and fairly
- Best practice communication model:
  - > Email communication
  - > Meetings
  - > 1 to 1 scenarios
- Effective business writing
- Writing instructions and process guides
- Getting your hands on the information you need

## **Managing Change – Gaining Commitment**

- How to introduce change painlessly
- Up-selling change as a positive
- Pre-empting and managing potential negative impact
- Learn to cope yourself

## **Taking Control – Stick to Your Guns**

- Understanding and maximising your personal strengths
- Harnessing the unique strengths of others
- Don't get panicked by rank into changing your tack

## **Dealing with Difficult Situations – People & Emotions**

- Dealing with the organisational hierarchy
- Coping with those who know better
- How to handle emotions and feelings in a professional way
- Conflict resolution - suggested strategy and outcomes
- Dealing with the human crisis

## **Dealing with Pressure & Stress**

- Coping with difficult problems
- The importance of keeping things in perspective
- Dealing with crisis scenarios
- Practical breathing techniques
- How to handle your own stress
- Coping with others in stress

**Creative Regional Consultant and Training**

**P.O.BOX:88685 Dubai, UAE**

**Contact no: 00971508514851 Fax no: 0097142944372**

**Email us: [info@creative-seminars.com](mailto:info@creative-seminars.com)/ [hr@creative-seminars.com](mailto:hr@creative-seminars.com)**

**Website: [www.creative-seminars.com](http://www.creative-seminars.com)**

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**Creative Regional Consultant and Training**  
P.O.BOX:88685 Dubai, UAE  
Contact no: 00971508514851 Fax no: 0097142944372  
Email us: [info@creative-seminars.com](mailto:info@creative-seminars.com) / [hr@creative-seminars.com](mailto:hr@creative-seminars.com)  
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Email us: [info@creative-seminars.com](mailto:info@creative-seminars.com)/ [hr@creative-seminars.com](mailto:hr@creative-seminars.com)  
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