

Singapore (Head Office):

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Branches:

Philippines: Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

Lao: Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

Vietnam: 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

Cambodia: #54, Street 63 Daun Penh, Phnom Penh, Cambodia

MANAGEMENT SKILLS WORKSHOP – COURSE INFORMATION

OFFICE MANAGEMENT

Become an Effective Planner

Organize Teams that Work Well Together

Develop Standards and Controls for Office Productivity

Communicate Well to Get the Results You Need

What is the Course About?

The modern office doesn't look anything like the office of 25 years ago but they usually have one thing in common – the function of office management. The tasks may be very different today, extending well beyond checking the supply cabinet. But it still comes down to managing the three W's: Workers, Workplace, and Workflow to ensure that the people, the facilities, and the results needed.



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OFFICE MANAGEMENT is a guide to organizing the essential tasks of an office manager. The role requires a variety of skills and a lot of patience. You have to be a people person who can assemble teams; you have to be a planner and you must be able to set standards and controls to achieve the productivity required; you need to be able to communicate effectively with co-workers and meet their needs and those of your customers. In short, the role is more like a conductor of a symphony than a warden and this course can be your resource for quick review or ready reference.

The objectives of this course are:

1. To explain the role of an officer manager
2. To discuss personnel relationship
3. To present leadership and human relationship skills
4. To give tips about handling special situations

WHO SHOULD ATTEND: This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff.

DURATION: 2 days (can be customized to 1 or 3 days)

SUPPLIED MATERIALS: Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide

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OFFICE MANAGEMENT

Contents:

Part1: Roles and Responsibilities?

- What is your role?
 - What are your Responsibilities?
 - What is your work vision?
- Becoming an Effective Planner
 - A System of Plans
 - Goal Setting
- Keep the Work flowing
 - Time Management = Productive Work Habits
 - Watch Out for time Crime

Part 2: Setting Office Guidelines and Producers

- Effective Guidelines and Procedures for the Office
 - Required Bulletin Board Notices
 - Office Expense Accounts
 - Dress Code
 - Attendance
 - Work Rules
 - Preventing Sexual Harassment

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- ❑ Key Responsibilities in Staffing
- ❑ EEO Guidelines for Office Managers
- ❑ Promoting Diversity to Improve Morale and Productivity
- ❑ Writing Job Descriptions
- ❑ Interviewing Potential Employees
- ❑ Effective Employee
- ❑ Orientation
- ❑ Steps for On-the-Job Training
- ❑ Coaching and Counseling
- ❑ Improving Productivity
- ❑ Evaluating Employee Performance
 - Eight Steps for More Effective Performance Appraisals
 - Appraisal Pitfalls to Avoid
- ❑ Discussing Unsatisfactory Performance
 - Handling Poor Performance
 - Terminating Employees

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Part 4: Your Leadership Effectiveness

- ❑ Communicating for Results
 - Listening Actively
 - Listening Tips
- ❑ Communication Tips
- ❑ Giving and Receiving Feedback
- ❑ Making the Most of Phone Conversations
- ❑ Building Successful Teams
- ❑ Conducting Effective Meetings
- ❑ Decision Making and Leadership
- ❑ Creating Win-Win Negotiations
- ❑ Managing Conflict in the Workplace
- ❑ Dealing with Difficult People
- ❑ Managing Change

Part 4: The Importance of Good Customer Relations

- ❑ Everybody is a Customer
- ❑ Understanding Customer Needs
- ❑ Creating a Customer-First Environment
- ❑ Complaint-Solving Model
- ❑ Professional Development Review

