

**Certified Administration
and Office Management
Professional**

Certified Administration and Office Management Professional

Class Length: 4 Days

NASBA CPE : 20

Category: Business Skills

Sub Category : Administration and Secretarial

Program Objectives:

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

- Define and understand the role of the office manager / administrator.
- Acquire time management skills required for better office productivity.
- Handle telephone calls properly and professionally.
- List the main causes of stress and the techniques needed to control them.
- Discover communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer.

Program Outline:

The Role of the Office Manager/Administrator

- Perception versus Reality
- Competencies Required for Success
- What It Takes to Be a Star at Work
- Identifying Your Role

Effective Communication Skills

- Improving Credibility and Gaining Recognition
- Speaking and Listening
- Being Assertive
- Selling Your Ideas to the Boss, Colleagues, Subordinates and Clients
- Preparing a Professional Presentation



ISO 9001: 2008 Reg. No: 660772



Written Communication

- What Constitutes Professional Business Writing
- Style and Layout
- Obtaining Your Objective with the Reader

Stress Management Techniques

- Causes and Symptoms
- Identifying Your Stressors
- Formulating a Comprehensive Stress Management Plan

Organizing Meetings

- Elements of an Effective Meeting
- Preparing the Agenda
- Taking Minutes

Serving the Internal and External Customer

- Understanding the Needs of Internal and External Customers
- Having the Right Attitude
- Providing Excellent Service
- Handling Complaints

Managing Time

- Identifying and Eliminating Time Wasters
- Setting Goals and Priorities
- Using Measures to Control and Improve Your Effectiveness
- Planning and Managing Time for Self and Others

Using the Telephone Properly

- Professional Telephone Behavior
- Rules for Good Listening
- Dealing with Difficult Callers
- Identifying Common Phone Problems and Formulating Solutions