Effective Office Management

## OVERVIEW

Course duration: 2 days.

This workshop will provide new office managers or supervisors with the skills and the confidence to manage an office environment and its people.

This two-day course will give you the opportunity to focus on skills such as people management, prioritising, project management, delegation and motivation.  You will discover how to get the best from your people and deal with problems effectively.  By sharing experiences with other participants, you will benefit from a valuable networking opportunity.

## IS IT RIGHT FOR ME?

Suitable for new office managers, supervisors and office professionals, who manage people and processes, and are looking for some formal introductory management training.

## WHAT WILL I LEARN?

By the end of this course you will be able to:

- Understand the role and responsibilities of a successful office manager
- Motivate your staff to achieve their objectives
- Give constructive feedback to individuals
- Prioritise the workload and minimise stress
- Develop your people by delegating effectively
- Use project management tools to plan a small project
- Manage a simple budget
- Work with others effectively
- Deal with change
- Control meetings and briefings constructively and assertively
- Solve problems creatively and make good decisions
- Handle conflict and difficult situations

## WHAT WILL IT COVER?

Define your Role and Responsibilities
- What is required of you – role and responsibilities?
- Your legal obligations
- How 'green' is your office?

Getting the Most from the Role and Your Team
- Achieve the balance of the task, the team and the individual
- Manage performance – giving criticism and praise
- Set and meet personal and team objectives
- Give constructive feedback to motivate staff
- Delegate to staff to maximise achievement of objectives
- Motivate and develop staff to improve performance

Time and Workload Management

- Prioritise when everything is urgent
- Set realistic objectives for your team
- Minimise stress
- Increasing productivity and efficiency

Managing Small Projects
- Use simple project management techniques to plan for success
- Manage your budget

Assertive Communication
- Recognise how people can think and act differently
- Deal with the effects of change
- Handle meetings and briefings assertively

Handling Problems Effectively
- Think creatively to find solutions
- Make decisions you can justify
- Supervise people you used to work alongside
- Deal with conflict and difficult situations

Personal Development
- Prepare and develop an action plan to support your return to the workplace

## FURTHER COURSES TO CONSIDER

Professional Development for Senior PAs and Executive Assistants
Management Skills for PAs