As one of the UK’s fastest growing training companies with over 300 courses on offer in more than 21 locations worldwide, London Training for Excellence is transforming the training landscape, impacting organisations and individuals through results-centric programmes and solutions that deliver measurable, sustainable change.

London Training for Excellence’s impact on organisations and individuals through results-driven programmes and solutions has proven to deliver measurable and sustainable changes.

Our ethos is to improve performance through relevant, innovative programmes that enable you to develop new perspectives by learning in diverse environments. We provide a focus on ‘real-life’ education that inspires and encourages far more profoundly than traditional, class-room based models.

We become your training partner, your coach and guide as you embark on a journey to realise yours and your organisation’s full potential. We challenge you every step of the way to embrace relevant new ideas and perspectives. We advise you on proven, workable programmes to achieve your strategic aims; and we guide you to facilitate, optimise and sustain the process.

We have drawn on our people’s industry expertise, business acumen and insight to craft solutions that impact participants’ productivity and enable them to deliver their full potential. Our programs reflect the need for practical solutions and useable knowledge. Our course leaders and instructors tailor content to coach and guide you to identify and achieve your desired outcomes.
Effective Office Management and Administrator Skills

Objectives:
• Aware of the competencies in administration domain in the global panorama
• Know their job role and responsibilities
• Streamline work responsibilities and work environment
• Improve effective communication and win goals
• Develop interactions and relationships among team members
• Develop both intrapersonal as well as interpersonal skills
• Learn Time Management Skills
• Improve the organizational and planning methods
• Indulge into creative thinking by applying the advanced techniques they will learn
• Improve conflict management abilities
• Set priorities while scheduling diaries
• Overcome stress and balance between personal and professional life

Contents:
Module I—Harnessing Advanced Administrative Skills
• Introduction
• Mind Mapping Techniques—controlling the power of the mind
• Study of Right Brain/Left Brain Theory
• Planning by using the techniques of Gantt chart to manage work progress
• Meeting Deadlines of big projects
• Improve the Admin Skills by-
• Introducing unique problem-solving techniques
• Becoming more down to business
• Strategizing the crisis
• Unique and effective decision-making by applying the advanced tools
• Learning to arrange effective meeting
• Noting the minutes of meetings
• Learn to work for more than one manager

Module II—Dealing with Perception and Behavior | Conflict Management
• Introduction to perception and how it affects behavior
• Dealing with 6-9 situations at a time
• Empathy
• Understanding the requirements and pressures of other departments
• Advanced Conflict Management Techniques

Module III—Planning and Goal Setting
• Importance of Goals
• Why people set goals
• Coincide with personal and organizational goals
• How to set goals strategically
• Definition of realistic goals
• Study of S.M.A.R.T Goals
• Making Action Plans −
• Daily, Weekly, Monthly, Yearly

Module IV—Communication & Body Language
• Improving Business Communication
• Telephonic Skills−
• Communicating perfectly during handling complaints
• Learning telephonic etiquettes
• Perfect Telephonic Role Play
• Written Communication
• Netiquettes of email drafting
• Selecting persuasive sets of words while drafting letters, memos, and emails
• Using proper language during writing
• Importance of Body Language
• How can gestures work
• Positive and negative implications of Body Language

Module V—Creating a Positive Office Environment
• Take the initiative to create a positive office environment
• Meet with the expectations of the senior management and stay a step ahead
• Develop a good relationship with the boss
• Sharing goals and visions to the other employees
• Personal SWAT analysis
• Incorporate latest techniques for effective secretar

Module VI—Team Building Spirit
• Be a people’s person but headstrong about implying strategies
• Junior and senior staff management
• Focus on developing teams and retaining the team spirit
• Strict about the rules
• Develop excellent interpersonal yet professional communication with colleagues
• Improving the etiquette of meeting visitors
• Using magic phrases
• Charming personality
• Body language
• First impressions do matter

Module VII—Benefits Of Time Management
• Importance of Time Management for organizational growth
• Juggling multiple tasks at a time
• Set your own goals and be a go–getter
• Pick up the time wasters and take actions at workplace
• Conquer stress by handling the work pressure systematically
• Set priorities for your work
• Take quick decisions for the organizational benefits

Module VIII—Assessment and Discussion
• Making action plan
• Applying the action plan at workplace
• Group discussion
• Assessment
• Feedback

Who Should attend?
The Effective Office Management and Administrator Skills program is ideal for professionals involved with running the admin and operations at executive to mid-senior levels. Professionals such as Office managers, operations managers, administrators, team leaders, supervisors, secretaries, support staff and personal assistants in corporate and governmental organizations can attend this course for a rewarding outcome.
Registration Form

Please complete this form and return to sales@londonfte.com to register onto one of our courses.

Full Name

Company

Address

Telephone Number

Name of Delegate(s)
(Separate with Comma)

Training Course

Venue Date

Authorised By

Date

Signature

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