

The Ultimate Office Management and Interpersonal Skills Training Course

26 – 30 April 2027
London

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Ref: 3694_7460 **Date:** 26 – 30 April 2027 **Location:** London **Fees:** 5700 Euro

The Complete Office Management Training Course Overview:

'The Complete Office Management Training Course' is a comprehensive office management training that empowers professionals to master critical skills like effective communication, time management, and efficient meeting conduct. This course not only provides robust office management certification but also focuses on enhancing interpersonal skills. By addressing practical aspects such as drafting meeting minutes and project planning, it ensures participants are well-equipped to handle day-to-day administrative responsibilities. Offering a blend of online and offline modules, this course allows participants to pace their learning and focus on areas of improvement.

Target Audience:

- Office Managers
- Administrative Assistants
- Project Coordinators
- Executives looking to sharpen their office management skills

Targeted Organizational Departments:

- Administrative Department
- Project Management Office
- Human Resources
- Operations

Targeted Industries:

- Corporate Services
- Information Technology
- Healthcare
- Education and Training

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Course Offerings:

- Comprehensive office management training covering diverse aspects of administration.
- Detailed instruction on creating minutes of meetings.
- Training to enhance communication and leadership skills.
- Guidance on time management best practices.
- Opportunities to improve interpersonal skills in a business context.

Training Methodology:

To ensure an engaging, effective learning experience in 'The Complete Office Management Training Course,' we will be employing a diverse range of training methodologies. These methodologies have been chosen with an eye toward the specific skills and topics covered in the course, from communication skills training to administration skills.

Firstly, practical workshops and interactive sessions will play a large role. These will provide hands-on experience with tasks such as writing minutes of meetings, managing data, and improving time management. Participants will work both individually and in teams, fostering excellent communication and interpersonal skills as they collaborate on projects and presentations.

Case studies will provide another significant learning method. These real-world examples will provide context for the skills taught in the course, particularly in areas such as project planning, office protocols, and etiquette. Group discussions following each case study will encourage participants to engage with the material and apply what they've learned.

Regular feedback sessions will ensure that participants understand and can apply the skills being taught. These will give participants a chance to ask questions, discuss challenges, and receive constructive, targeted advice.

Finally, we will employ digital learning tools to provide a comprehensive and flexible learning experience. Participants will have access to office management online courses, providing further opportunities for learning and reinforcement outside of the regular training sessions.

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Course Toolbox:

1. **Training Manual:** A detailed manual covering all the topics discussed in the training.
2. **Online Learning Platform:** Access to the office management online courses for further reading and reinforcement of classroom learning.
3. **Digital Tools:** Access to recommended time management, data management, and project planning software and applications.
4. **Minutes of Meeting Template:** Templates for effective note-taking during meetings.
5. **Project Planning Templates:** Guides and templates to help in creating effective project plans.
6. **Email and Presentation Templates:** Templates and guidelines for professional emails and presentations.
7. **Case Studies:** Real-world examples and scenarios for discussion and problem-solving activities.
8. **Feedback Forms:** Forms for providing and receiving feedback on the practical exercises conducted during the training.

Course Agenda:

Day 1: Communication Skills

- **Topic 1: Enhancing Face-to-Face Communication Skills:** Understanding the nuances of non-verbal communication, voice modulation, and body language. Addressing the importance of active listening and effective speaking.
- **Topic 2: Teleconferencing and Online Communication Skills:** Guidance on etiquette and best practices for effective digital communication, including video conferencing, emails, and instant messaging.
- **Topic 3: Presentation Skills:** Mastering the art of creating and delivering compelling presentations, focusing on design, content structure, delivery, and audience engagement.

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Day 2: Office Administration

- **Topic 4: Efficient Meeting Conduct:** Learning how to plan, conduct, and follow up on effective meetings, with a focus on participant engagement, time management, and meeting objectives.
- **Topic 5: Minute Writing:** Detailed instruction on taking accurate minutes of meetings, with emphasis on identifying key points, summarizing discussions, and formatting minutes.
- **Topic 6: Project Planning Skills:** Understanding the fundamentals of project planning, including setting objectives, identifying resources, developing timelines, and monitoring progress.
- **Topic 7: Data Management:** Acquiring skills on data organization, security, backup and retrieval, and learning about essential data management tools.

Day 3: Time Management

- **Topic 8: Time Management Strategies:** Learning how to prioritize tasks, eliminate time-wasters, and balance workload to improve productivity.
- **Topic 9: Utilization of Time Management Tools:** Training on the use of digital tools and software for effective time management, such as calendars, project management apps, and time tracking tools.

Day 4: Interpersonal and Planning Skills

- **Topic 10: Developing Strong Interpersonal Skills:** Fostering relationships and improving collaboration in the workplace through empathy, active listening, and effective feedback.
- **Topic 11: Office Protocols and Etiquette:** Understanding and adhering to office etiquette, including respect for diversity, professionalism, and workplace ethics.

Day 5: Essential Soft Skills & Work-Life Balance

- **Topic 13: Stress Management:** Discover causes of stress and develop strategies for managing it. Learn to communicate effectively under pressure
- **Topic 14: 7 Habits of Highly Effective People:** Understand the seven habits that can improve your effectiveness and efficiency at work. Discover the role of interpersonal skills.
- **Topic 15: Work-Life Balance:** Discuss the importance of work-life balance and learn practical strategies for achieving it. Understand the role of time management in maintaining balance.
- **Reflection & Review:** Reflect on the day's insights and review the key takeaways. Discuss how today's learnings can contribute to your effectiveness as an office manager.

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How This Course is Different from Other 'Office Management Training' Courses:

'The Complete Office Management Training Course' offers a comprehensive, practical, and engaging approach to office management training. Unlike many other office management courses, it combines a broad range of topics into one course, offering a holistic training experience.

This course addresses not just technical skills such as time management training and writing minutes of meetings, but also soft skills like communication skills training and interpersonal skills in business. This rounded approach ensures that participants will leave the course ready to manage all aspects of office administration, from the day-to-day tasks to the interpersonal relationships that make a workplace thrive.

Another unique feature of our course is the combination of classroom teaching with office management online courses. This blended learning approach allows participants to reinforce and extend their learning outside of the classroom, providing a flexible, comprehensive learning experience. Furthermore, we prioritize hands-on, practical learning, ensuring that participants can immediately apply the skills they've learned.