



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Office Management, Revised Edition

Course Number: AXO84-067SG

Days: Self Study

Description: A concise guide to effective office management. Topics include how to plan, organize, and establish controls for better results. Exercises and case studies cover leadership in the office, building performance measurement, coaching and counseling skills, and more.

Topic-Level Outline

Part 1: 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 Procedures

- 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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Part 3: Staffing the Office

- 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 to More Effective Performance
- Appraisals
- Appraisal Pitfalls to Avoid
- Discussing Unsatisfactory Performance
- Handling Poor Performance
- Terminating Employees

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 5: The Importance of Good Customer Relations

- Everybody Is a Customer
- Understanding Customer Needs
- Creating a Customer-First Environment
- Complaint-Solving Model
- Professional Development Review
- Additional Reading

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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