



# Administration and Office Management Professional

**Dates:** 9 -13 December 2024

**Venue:** DaVinci Hotel and Suites on Nelson Mandela Square

**Fees:** \$2700 includes HP Laptop core i3 Tea Breaks, Snacks and Lunch and Accommodation at DaVinci Hotel and Tour of Soweto Vilakazi Street and JHB CBD



## Course Overview

How do you become a very effective and successful Office administrator? Office administrative responsibilities deal with overseeing the daily functions of various inter-disciplinary departments to have operations flow smoothly and reduce the workload from higher-level managers.

The major job responsibility of an office administrator is to guarantee the efficient functioning of all connected departments within an organization. They perform as a connecting linkage between departments and between the employees and the management. Your position and role demand from you to keep operations moving effortlessly.

You are also required to be the face of the company and be on the front lines of customer relations. So, do you have the skills to multi manage the entire office? To become an efficient office manager, executive secretary, or administrative officer you will have to sharpen your interpersonal skills related to these jobs and tasks.





## Also Explore Other Courses

This training will help to empower you with these skills and provide you with the knowledge of how to remain in total control and achieve your task deadlines in a well- timed manner.

This Office Administration and Management Course offered by Vision Africa Events is a very interactive and knowledge-sharing training program. Participants will learn skills to manage an office atmosphere effectively and thereby contributing to their organizations as well as their own growth and success.

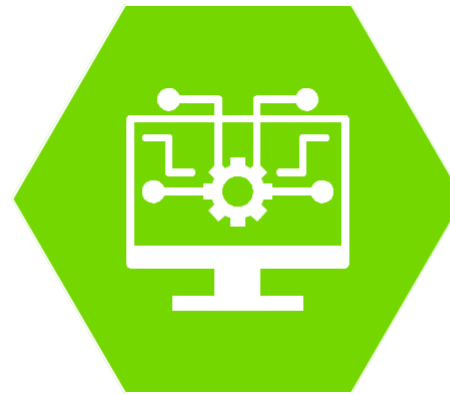
This course gives crucial and in-depth knowledge that will empower you to outshine as an effective manager of office at your workplace. You will discover the best practices such as being an excellent coordinator in your office space, a great multi-tasker, and an outstanding communicator.

In this program, you will also learn the importance of delivering outstanding customer service experience to see a cascading impact on the business. You will also learn the effects of stress at the workplace, and how to manage them by setting priorities that will empower you to be more energetic and productive.

In this training program, you will also master the efficient use of time to enhance your productivity and lower work pressure. You will learn to be an excellent coordinator and facilitator of team and business meetings. With communication Skills modules, you will learn to be effective with phone and email etiquettes and techniques.



# Course Objectives



By the end of the Office Administration and Management Course, the participants of this course will be able to:

- Understand the importance of their role in an organization
  - Learn different tactics when dealing with tasks concerning the management and individuals from different departments
  - Develop action plans to complete their tasks more effectively
  - Understand the techniques of Planning, Organizing and Controlling
  - Learn the techniques to manage records and documentations
  - Learn how to control emotions during stressful situations
  - Enhance your multi-tasking Skills
  - Learn the skills of Priority Management
  - Implement verbal and written communication approaches
  - Coordinate and organize meetings effectively
  - Manage telephone calls efficiently and professionally
  - Learn to make quick decisions and resolve office-related matters
  - Develop relationships throughout the organizational structure
  - Develop a customer-centric and service attitude and mindset
  - Learn the main causes of stress and apply the practices to control it
  - Employ time management techniques for better efficiency
  - To submit information in a more effective manner
  - Manage time efficiently and be able to think proactively
  - Perform basic HR functions and roles
- Think and perform like a manager for effective managerial ta





# Training Methodology

Vision Africa Events has designed this training program on the Office Administration and Management Course for individuals at office administrative and managerial levels.

This workshop is a very interactive session as participants from all cultures participate in this training program and share their own office experiences and challenges.

Customized modules can be arranged for organizational specific learning requirements. This program involves group discussions, case studies, and role-plays.

A Vision Africa Events training programs, we follow the Do–Review–Learn–Apply Model to incorporate the learnings into daily office workspace.

## Organisational Benefits

Organizational benefits of employees who participate in this Office Administration and Management Course will be as below:

- Improved productivity and creativeness among employees
- They will be able to communicate effectively
- Develop skills to build a network of working relationships
- Employees learn to be more proactive
- There is increased productivity in office management
- Improved time management is noticed
- There are improved office optimism and satisfaction
- There is a reduction in employee absenteeism
- Reduction in office stress is experienced
- Employees improve their written communication
- Administrators are able to manage and present information more effectively
- They are able to work on office systems and technology in an efficient way



# Personal Benefits

Participants who enroll in this Office Administration and Management Program will benefit in the following ways:

- ✔ There is an increased sense of self-confidence that leads to self-satisfaction
- ✔ Participants become more goal-oriented in all aspects of life
- ✔ Increased assertiveness is observed
- ✔ Improved organizational skills overflow outside the workplace
- ✔ There is an improve inter-personal skills
- ✔ Individuals have a reduced stress level and improved stress management skills
- ✔ There is an increase in self-value and therefore an increase in motivation
- ✔ Their presentation and public speaking skills are developed
- ✔ Individuals are able to manage time for themselves and for others

## Who Should Attend?

This program is designed to provide office administrators, assistants, administrative supervisors and staff, executive secretaries, personal assistants, records management officers, and office managers within the office environment, who want to build on their skills and knowledge.

This training program in Office Administration and Management Program allows you to evaluate and develop your interpersonal and professional skills.





# Course Outline

## Module 1: Role of an Office Administrator

- Understanding Your Organizational structure
- Organizing the Organization: Smart techniques
- Competencies to be a successful Administrator
- Identifying your job role and your value
- Managing Processes and managing people
- Team Management

## Module 2: Developing an Effective Office Management System

- Tips and Techniques as an office administrator
- Creating a process flow for different tasks
- Creating schedules and To-Do Lists
- Effectively using Outlook, schedulers, planners
- An ideal office management system
- Framework for an idea Office Management
- Making things easy as an Administrator

## Module 3: Becoming a ‘Star Administrator’ in Office

- Increasing credibility and securing recognition
- Developing a positive attitude
- Being assertive at the workplace and the balance
- Taking up control at work
- Selling your ideas to people around you
- Managing Working Relationships at all levels
- Conflict management skills

## Module 4: Customer-Centric Mindset

- Serving internal and external clients, vendors and customer Understanding the needs Eliminating services barriers
- Effective ways to build rapport Providing excellent customer service Becoming the face of your organization Handling complaints diplomatically

## Module 5: Office Technology

- Office Technology: Introduction
- Overuse and Misuse of technology
- Office layout and ergonomics
- Desk Management
- Heading towards a paperless system
- Using office technology to the fullest
- Information and Data Management
- Presentation of statistical information

## Module 6: Event and Travel Management

- Travel Arrangements
- Events and Meeting Management
- Business Correspondence
- Filing and Documentation Management
- The paper flow system
- Basic Accounting Skills
- Basic Computer Skills

# Course Outline

## Module 7: Business Meetings

- Organizing objective oriented meetings
- Elements of effective meetings
- Coordination and Organizing meetings
- Preparing meeting agendas
- Controlling time
- Identifying meeting challenges
- Maintaining the minutes of meetings

## Module 8: Time Management

- Managing time effectively
- Identifying and eradicating time wasters
- Setting SMART goals and priority levels
- Measures and parameters to control effectiveness
- Planning time for self and others
- Maintaining time logs and improvising on use of time
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## Module 9: Telephonic Skills as an Office Administrator

- Using the telephone the most productive way
- Professional Telephone Etiquette and behaviour
- Principles for good and effective listening
- Steps in professionally handling a business call
- Use of phone applications
- Handling difficult callers
- Understanding common phone problems

## Module 10: Emotional Intelligence

- Emotional Intelligence: True sign of corporate maturity
- Principles of emotional intelligence
- Building your self-confidence
- Facing and dealing with difficult situations
- Handling requests by multiple managers and organizing the workload
- Integrating emotional intelligence with office management
- Techniques to become practical and responsible as an Administrator





\*To attend this event, payment has to be made 2 week before the workshop

For discounts on group bookings, please email us at [alexander@visionafricaevents.com](mailto:alexander@visionafricaevents.com) or call Alexander (training@visionafricaevents.com) at +260 211 292 555 and +260 974 158 153

CONTACT INFORMATION OF AUTHORIZED SIGNATORY  
(Signatory must be authorized to sign on behalf of the company)




Company: .....  
Address: .....  
Contact Person: .....  
Designation: Date: .....

Tel: .....  
Cell: .....  
Fax: .....  
Email: .....  
Company VAT #: .....  
Authorized Signatory: .....

DELEGATE LIST

Delegate 1 : .....  
Position: .....  
email: .....  
Delegate 2: .....  
Position: .....  
email: .....  
Delegate 3: .....  
Position: .....  
email: .....  
Delegate 4: .....  
Position: .....  
email: .....  
Delegate 5: .....  
Position: .....  
email: .....

PAYMENT METHODS

Bank Transfer:     
Atlas Mara Bank Limited, Zambia Plaza,  
church road, Lusaka  
Swift code: FMBZZMLX, Sort Code: 20044  
Branch code: 301  
ZMK ACCOUNT: 3015882912011  
DOLLAR ACCOUNT: 3015882912022  
Cheques: Made payable to Vision Africa Events  
Credit Card: Please fill in your credit Card details below  
(Please note that **ONLY VISA & MASTERCARD ARE ACCEPTABLE**)  
Credit card Holder's Name: .....  
Expiry date: ..... 20 .....  
Credit Card #: .....  
CVC #: .....  
Card Holder Signature: .....

TERMS & CONDITIONS:  
(The following terms and conditions will apply)  
• Payment is required in full 5 days from date of invoice  
• All payments to made directly to Vision Africa Events  
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• reserves the right to change speakers, programme content, date & venue  
due to circumstance beyond our control.  
• The signed booking/registration form is a legally binding contract.

Cancellations  
All cancellations will be subject to approval by the management of Vision Africa Events. All cancellations made 21 days prior to the date of the booked event will be subject to a 75% cancellations fee. Cancellations made 21 days before the booked event will be subject to 100% cancellation fee. There will be no refunds on Credit Card payments.

SUBSTITUTIONS  
• Delegates must inform Vision Africa Events in writing of any substitutions  
• Vision Africa Events will NOT charge for substitutions  
• Vision Africa Events will NOT be held liable for incorrect Delegate details on Certificates, etc. in the event of substitutions being made on the day of the event or conference.  
• In the event of Vision Africa Events having to cancel or postpone an event due to circumstance beyond our control, delegates will be issued with a credit voucher, which may be redeemed for future events or conferences.

Vision Africa Events will not be held liable for travel and accommodation costs outside the conference dates. The event fees include: Seminar / Conference Materials, Lunch, refreshments, but excludes travel & accommodation. Call the events team for help with recommended hotels for the event.

