

€ TRAINING

Professional Office Manager

3 - 7 March 2025
Trabzon (Turkey)





Professional Office Manager

REF: K730 DATE: 3 - 7 March 2025 Venue: Trabzon (Turkey) - Fee: 5300 Euro

Introduction:

This training program is designed to provide participants with the essential skills and knowledge needed to efficiently manage office operations and administrative tasks. By mastering these key competencies, participants can significantly enhance productivity, streamline workflows, and contribute to creating a well-organized and effective office environment.

Program Objectives:

At the end of this program, participants will be able to:

- Seize opportunities for personal and professional development while addressing challenges effectively.
- Manage relationships with subordinates, colleagues, and superiors for optimal office operations.
- Develop essential managerial skills and competencies suited to their roles.
- Enhance communication, assertiveness, and confidence for improved professional interactions.
- Manage stress and adapt to pressure in dynamic workplace environments.

Targeted Audience:

- Office administrators.
- Executive assistants.
- Senior secretaries.
- Prospective and current office managers.
- Senior administrators.
- Supervisors overseeing junior employees.

Program Outlines:

Unit 1:

Defining and Enhancing the Role:

- Understanding the critical partnership between the Executive PA and management.

- Clearly defining roles, responsibilities, and authority.
- Exploring opportunities to expand responsibilities and contribute more effectively.
- Developing essential management skills and overcoming barriers to success.
- Analyzing personality traits and behaviors for improved interpersonal interactions.

Unit 2:

Communication for Success:

- Building effective networks and professional relationships.
- Strengthening communication with managers and directors.
- Mastering skills in negotiation, influencing, and persuasion.
- Delegating tasks effectively to ensure smooth workflows.
- Enhancing active listening and feedback techniques.

Unit 3:

Cultivating Confidence:

- Strengthening decision-making and problem-solving abilities.
- Learning to say "no" constructively and maintain boundaries.
- Gaining confidence in team roles and interactions.
- Developing impactful video presentation skills for virtual environments.
- Managing interpersonal challenges with assurance.

Unit 4:

Mastering Key Skills:

- Boosting confidence and assertiveness in professional settings.
- Practicing effective time management to enhance productivity.
- Developing skills to think, concentrate, and make decisions under pressure.
- Managing conflicts professionally and resolving issues effectively.
- Improving memory and organizational skills for enhanced performance.

Unit 5:

Achieving Professional Excellence:

- Leveraging motivation techniques to inspire yourself and your team.
- Achieving results by working collaboratively with others.
- Managing stress and pressure during times of change and uncertainty.
- Setting measurable objectives and evaluating performance.
- Preparing actionable plans for continuous professional growth.