Haward Technology Middle East

COURSE OVERVIEW SS0040-4D
Office Administration Skills

Course Title
Office Administration Skills

Course Reference
SS0040-4D

Course Duration/Credits
Four days/2.4 CEUs/24 PDHs

2.4 CEUs (24 PDHs) AWARD

H-STK© INCLUDED

Course Date/Venue

Session(s)	Date	Venue
1	February 12-15, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA
2	May 27-30, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
3	September 02-05, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
4	December 09-12, 2024	Cheops Meeting Room, Radisson Blu Hotel, Istanbul Sisli, Turkey

Course Description

80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

The participants will understand the office management role as part and parcel of the management function within an organization as a whole. The competencies and characteristics of a model administrator will be highlighted through case studies and exercises with reference to a job specification or job competence profile. The role of an office manager, administrator or supervisor in a particular administrative job, within the technical, professional or administrative field, will be defined and demonstrated. The course will address the office management and administration duties from the perspective of their contribution to, and achievement of the overall organization business goals.

The participants will come to realize the change in the office management role that has taken place over time, and will come to grips with the various office codes that have positioned themselves at the heart of the core job duties such as etiquette and ethics. The course themes will address workflow and time management as key contributors to business efficiency and effectiveness and ultimately productivity. The participants will appreciate the influence of creativity and technology development and application on job performance and personal development. Likewise, the course will enable attendees to establish a link between work pressure and stress as relates to success criteria.

The importance of communication at all levels and the contribution of healthy interpersonal relationships will be demonstrated through real-life examples. The relationship between individual success through self-development and self-management will be juxtaposed against the job performance indicators. The course delivery approach will adopt various tools and techniques which will enhance learning and ensure the transfer of competence from the classroom to the job environment. The approach will employ interaction, participation, case studies, exercises, videos, role-plays, real-life situations, quizzes, discussions, etc. to bring the learning points home, and ascertain that learning and not teaching have taken place.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a "*Certified Administration & Office Managemement Professional*"

- Discuss the scope and function of management including management and supervision

- Describe the roles of the supervisor, the functions of management and the role of office manager

- Identify the changing role of the office management and the role of the modern office

- Implement office work codes, code of excellence, code of ethics, deontological ethics and teleological ethics, code of dress, etiquette, safety and telephone etiquette

- Employ systems and procedures that include work simplification, Kaizen, method study symbols and work flow

- Discuss the principles, elements and barriers of communication as well as communication networks

- Apply assertiveness, various presentation skills, styles and techniques

- Prepare presentation in accordance with the framework including speaking notes

- Review pointers to a successful presentation and manage time using various time management tools

- Employ business correspondence through reports, memos, circulars, bulletins, minutes and emails

- Manage performance, self, relationship, conflict within self and/or with another

- Review personal behavior profile considering dominance, influencing, steadiness and compliance

- Describe Blake and Mouton managerial grid, personal balance scorecard, customer care and Kano model of customer satisfaction

- Discuss the nature of negotiation and make negotiations work through clear communication

- Address the problem, manage emotions, be positive and avoid direct attack

- Differentiate debate from negotiation and identify the stages of negotiation

- Prepare for negotiation, get to the facts and review self and opponent as well as identify the need to know about negotiating opponent

- Discuss the bottomline, be proactive and apply BATNA approach to follow and the language of negotiation
- Apply negotiating guidelines and recognize body language, vocal tone and modulation
- Control stress and recognize confidence, assertiveness and stalemate
- Finalize the deal, read the fine print and conclude
- Carryout behaviour analysis, Gardiner's multiple intelligence, emotional intelligence domains, group dynamics and group formation
- Apply the twelve tips for team building, avoid conflict and stress, response to stress model and identify typical symptoms, competence, paradigms and mind sets
- Review paradigm and organizational culture including the cultural web, paradigm change, creativity, thinking styles and thinking hats

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations on office management and administration skills for general managers, board members, senior administrators, executive secretaries, personnel specialists, supervisors, technical support staff, officers, assistants and other professionals.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures
80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

(1) Internationally recognized Wall Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a "*Certified Administration & Office Managemement Professional*". Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-

(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

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Continuing Professional Development (HTME-CPD)

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CEU Official Transcript of Records

TOR Issuance Date: 17-Aug-17

HTME No. PAR11317

Participant Name: Atif Al Harbi

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
SS040	Certified Administration and Office Management	August 13-17, 2017	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date	3.0

TRUE COPY

Maricel De Guzman
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by

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Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Haward Technology Middle East

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Ms. Sarah Henley Du Plessis, MEd, BTEC, BSc (Hons), BA (Hons), is a **Senior Management Consultant** with over **20 years** of extensive experience specializing in **Human Resource Management System**, **Recruitment & Selection**, **Assessment & Interviews**, **Training & Development**, **Training Needs & Delivery Methods**, **Performance Management Systems**, **Business Writing Skills**, **Writing Business Correspondence & Document Control**, **Writing Memos & Business Letters**, **Business & Technical Report Writing**, **Communication** Skills, **Conflict** Management**, Business Communication Etiquette**, **Interpersonal** Skills, **Presentation** Skills, **Conflict Resolution** Skills, **Organizational & Leadership** Skills, **Coaching & Mentoring**, Self & Personal Development, **Creative Problem Solving**, **Performance** Management, **Talent** Management, **Risk** Management, **Resource** Management, **Emotional Intelligence**, **Customer** Service, Persuasion Techniques, **Supervisory** Skills, Public Relations & Corporate Communication, **Strategic Planning & Creative Thinking**, **Human Resource** Management, **Performance** Assessment & Appraisal, **Contract** Management, **Negotiation** Skills, **Tendering & Bidding**, Sourcing & Vendor Management, **Service Level Agreements**, **Purchasing** Skills, **Supply Chain** Management and **Logistics & Transportation**. She is currently the **Business Skills Trainer** working internationally across **Europe**, **Middle East**, **America** and **Asia**.

During her career, Ms. Sarah has held various significant positions and dedication both in academic and industrial as the **Divisional Purchasing Manager**, **Human Resource Manager**, **Services Buyer Manager**, **Category Manager**, **Senior Consultant/Lecturer**, **Business Skills Instructor**, **English Teacher**, **Business English Trainer**, **English Tutor**, Assistant National Park Ranger, Production & Project Buyer, Call Centre Agent, Customer Services Agent and Accounts Assistant from various companies and institutions like the **University of York**, Melton College, Inlingua, Field First Cartons, **Schneider Electric Ltd**, Armitage Bros. Plc, Ryder Systemcare, Denby Pottery and Torrington.

Ms. Sarah has a **Master's** degree in **Education** (**Applied Linguistics**), **Bachelor's** degree (with **Honours**) in **Natural Sciences** and in **Business Administration & Enterprise** from the **Open University** and the **University** of **Central England**, **UK**, respectively. Further, she holds a **Professional Graduate Certificate in Education** (**PGCE**) from the **University of Northumbria,** a **Graduate Diploma** from the **Chartered Institute of Purchasing and Supply** (**CIPS**) and a **BTEC** Advanced Certificate in Supervision of Biological Surveys from the GUI. Moreover, she is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**) and a **Certified CELTA Level 4 Instructor**. She also delivered numerous trainings, courses, seminars and conferences internationally.

Course Fee

Al Khobar	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day
Istanbul	**US$ 5,000** per Delegate + **VAT**. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**Office Management & Administration**
0930 – 0945	*Break*
0945 – 1045	**The Scope & Function of Management**
1045 – 1145	**Management & Supervision**
1145 – 1230	**The Changing Role of the Office Manager**
1230 – 1245	*Break*
1245 – 1330	**Personality & Behavioural Traits**
1330 - 1420	**Office Work Codes**
1420 - 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 - 0830	**Systems & Procedures**
0830 - 0930	**Communication Skills**
0930 - 0945	*Break*
0945 - 1100	**Presentation Skills**
1100 - 1230	**Time Management**
1230 - 1245	*Break*
1245 – 1330	**Business Correspondence & Reporting**
1330 - 1420	**Performance Management**
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 - 0830	Self-Management
0830 - 0930	Personal Behavioural Profile
0930 - 0945	Break
0945 - 1100	Relationship Management
1100 - 1230	Negotiation Skills
1230 - 1245	Break
1245 – 1330	Body Language
1330 - 1420	Stress Control
1420 – 1430	Recap
1430	Lunch & End of Day Three

Day 4

0730 – 0830	Behaviour Analysis
0830 - 0930	Emotional Intelligence
0930 – 0945	Break
0945 – 1100	Conflict Management
1100 – 1215	Competency Assessment
1215 - 1230	Break
1230 – 1245	Paradigm & Organizational Culture
1245 - 1300	Creativity & Thinking Styles
1300 – 1315	Course Conclusion
1315 – 1415	COMPETENCY EXAM
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical session

Course Coordinator

Kamel Ghanem, Tel: +971 2 30 91 714, Email: kamel@haward.org