



CENTRAL BANK OF EGYPT  
Egyptian Banking Institute

# The Super Office Managers



## Interpersonal Skills



315-P26-CE



In-Class



24 hours

### Course Description:

The course is tailored for administrative professionals and secretaries as they will be able to prepare an effective time management plan and use time management tools and techniques, additionally participants will develop proficiency in professional communication, particularly in writing and replying to emails in a professional manner, which will enhance managers' time and ensure tasks are completed effectively and efficiently.

### Target Audience:

This course is designed for administrative professionals, secretaries, and office managers who are willing to be more organized and to identify various support secretarial functions.

### Course Objectives:

- Prepare an effective time management plan using various tools and techniques.
- Identify various support secretarial functions

### Course Outline

#### Module 1: Planning Techniques

- Managing time
- Master plan to keep your calendar up to date
- Steps to help you have a successful list
- Managing concerns: your manager's calendar and task list
- Techniques of managing time
- Tips and tricks of managing your managers' time

#### Module 2: Support Functions (Technical Skills)

- Filing strategies and techniques
- Introducing new files and systems in your filing system
- Tips for maintaining accurate filing
- Sign out form
- How to develop the best system for your needs

- Managing the flow of office information
- Professional business writing
  - Mind mapping
  - Tone in business writing
  - The "you" attitude
  - The "you" attitude avoids condescension
  - The "you" attitude expresses
- Professional business writing steps
- The four Cs of writing
- Outgoing correspondence

### Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

### Course completion will grant participants:

2 CEUs

### Course Language:

- Training Material: English
- Facilitation: Bilingual

### Prerequisites:

None