

# Advanced Office Manager Certificate

## Interpersonal Skills



10884



In-Class



124 hours



EGP 51,025

### Certificate Description:

Expand your professionalism and develop your career. Build on your abilities and keep your boss and team functioning as efficiently as possible. Bring to the sessions your challenges and with other delegates and course instructor you will find solutions.

### Target Audience:

All administrative, office managers, executive secretaries, and coordinators.

### Certificate Objectives:

- How to build your managerial skills and abilities.
- Bring out the best in yourself and others.
- Practice prioritizing and scheduling.
- Keep your boss and your team functioning efficiently.
- Build a professional image.
- Master communication skills and be more influential.
- Handle conflict in the workplace.
- Write an action plan and proposals.
- Enhance your job & be satisfied.

### Certificate Outline:

#### Part 1: Introductory Session (Who are the support staff?)

- Definition, types, and importance of support staff
- Difference between:
  - Secretary
  - Personal assistant
  - Executive secretary
  - Office manager
  - Department manager
  - Administrative Coordinator
- Attributes that managers expect in secretaries

#### Part 2: Planning and Organizing a Smooth-Running Office

- Taking control of your work life
- Tools and concepts of time management for yourself & your manager:
  - A master plan to keep your boss' calendar up to date (The first three generations)
  - The fourth generation of time management.
- Working smarter rather than harder
- The most effective way to say "No"

#### Part 3: Support Functions (Technical skills)

##### Module 1: Filing Strategies and Techniques

- Choosing the best filing system for your organization's needs according to international standards:
  - Filing Systems.
  - Filing Procedure
  - Most updated filing systems and solutions.
  - Tips for successful filing

##### Module 2: Managing the Flow of Office Information

- Incoming correspondence:
  - New methods & techniques for handling incoming mail
  - Tips to eliminate time wasters when handling incoming mail
- Outgoing correspondence:
  - Writing letters, Memorandums, and E-Mails:
- Business Writing Skills
  - Preparing yourself for writing
  - Coping with writing anxiety
  - Startup strategies
  - Tone in business writing
  - Effective business writing skills
  - Types of readers
  - Principles of good writing
  - The "You" attitude



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- Editing & Revision (the four Cs)
- Complete & correct
- Concise
- Clear
- Business Documents(letters-memos):
  - Types, samples, techniques, and applications.
- Email Versus letters and memos
  - E-mail etiquette and guidelines
- New internet- world etiquette
  - Practice corrects social media standards of etiquette to maintain your image at work.

### Module 3: Managing Meetings Preparation Effectively

- Planning and organizing a business meeting from start to finish
- Writing meeting minutes applying updated modern standards

### Module 4: Managing Business Trips Preparation Effectively

- Planning an executive's business trip from start to finish
  - Coordinating travel arrangements
  - All necessary tips for successful arrangements

### Module 5: Handling External and Internal Customers

- Handling visitors professionally (external customers)
  - Meeting & greeting the customer & the visitor according to professional standards:
    - o Customer focus:
    - o Perception of the customer
    - o First impression
    - o The three "E"s impressing a customer
    - o Breaking Barriers
    - o Handling a complaining customer
- Establishing and maintaining good working relationships with co-workers (internal customers)
  - Types of co-workers
  - Win-win for resolving conflicts

### Module 6: Professional Telephone Manner

- Telephone Etiquette
- Becoming a super service provider on the phone
- Dealing with tough and difficult phone callers

### Part 4: Effective Communication Utilizing Business Etiquette and Listening

- Communication definition
- The communication process
- Barriers that hinder effective communication
- Effective communication utilizing etiquette
  - Verbal
  - Vocal
  - Visual
  - Business attire and professional Look as a part of the visual effect
  - How to make presentations with confidence and power, utilizing effective communication
- Listening
  - Consequences when we don't listen
  - Bad listeners
  - Effective listening techniques
  - Listening Actively

### Part 5: Self-Empowerment and Self-Management

- Understanding stress:
  - Identifying stress
  - Causes of stress
  - Coping with stress
  - Making your office user-friendly and efficient
- Working with different and more than one managers

### Part 6: Developing as a Professional

- Leadership skills:
  - Knowing and accepting yourself as a leader
  - Delegation necessity & technique

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- Making things happen from anywhere in the organization
- Criticism:
  - Painless methods for giving corrective feedback
  - Best practices for delivering positive feedback

### Part 7: Essential Skills

- Microsoft PowerPoint:
  - Create a slideshow
    - o Format fonts, paragraphs, bullets, and text boxes
    - o Use custom animation, slide transitions, and effects
    - o Use graphics, sound, and on-screen navigation.
    - o Prepare a slideshow for live presentations and kiosk
- Microsoft Excel:
  - Formulas and Functions
  - Math and Trigonometry Functions
  - Statistical Functions
  - Date and Time Functions
  - Text Functions
  - Conditional Formatting

### Final Exam:

2 hours

### Course completion will grant participants:

10.2 CEUs.

### Method of Evaluation:

- Discussions, group assessment, group & individual exercises,
- Assignments and formal end of certificate exam.

### Course Language:

Material in English / Lectures in both English & Arabic

### Prerequisites:

None

### Trainer BIO:

#### Nermine Bedeir

Ms. Nermin Bedeir is a certified instructor who tailored, developed, reviewed, and delivered courses for almost 25 years. Utilizing her knowledge, skills and experience she started a new line in her career as an instructor. Ms. Bedeir is a multi- function professional having more than 35 years of diversified experience in international & multinational profitable & non-profitable highly reputed organizations. Her experience covered all aspects of technical administrative services and programs Management, project evaluation and control plan(Budget, financial expenditure, presentation of plans), as well as Executive Personal Assistance, Administration and Human Resources, translation, Sales & Marketing, Recruitment & Career Advisory. Ms. Bedeir delivers soft skills courses; Leadership, supervisory skills, decision making, development of Administration skills, office management skills, effective communication, time management, business writing, problem solving, report writing, customer service, communication by etiquette, business etiquette, team building, emotional intelligence, management skills, planning and goal setting & entrepreneurship skills. She delivers all the courses in both Arabic and English languages.

#### Germine Ghaly

Mrs. Germine is an Office Manager with over 25 years of extensive office management experience. She is a reliable and trustworthy manager who has the required solid organization and multitasking skills needed to ensure the effective management and daily running of any office. She is an experienced office manager capable of wearing many hats and juggling multiple priorities simultaneously. She is a high caliber person who is keen to become an integral part of a growing business and is more than able to play a vital role in the overall performance and success of any office. As a levelheaded person she is able to think and respond quickly to any given situation and can be relied upon to demonstrate a high degree of common sense when under pressure. As a team player, she is quick to share knowledge and empower others through providing information, guidance, and support in any endeavor. She always demonstrates the highest standards of professionalism and has a long track record of successfully driving administrative staff to achieve maximum levels of performance.