

# PROFESSIONAL OFFICE ADMINISTRATION SKILLS



**Length: 2 Days (8:30 – 16:30)**

## ABOUT THIS TRAINING

Administrators have to be flexible and responsive to the changing needs of their managers and team. This workshop will introduce you to new skills that will help increase your performance and the support you offer your team, department and manager.

## WHO SHOULD ATTEND

Suitable for all junior secretaries, office managers, administrators, administrative assistants and admin support staff who would like to improve their skills and the contribution they make to the smooth running of their office.

## WHAT WILL I LEARN?

- How to effectively provide administrative support for projects
- How to effectively manage, source and negotiate with suppliers
- How to plan and prioritise your workload
- How to handle confrontation and difficult situations
- Why it is imperative to have a good filing system
- How to manage and organise small events and meetings

## COURSE OUTLINE

### Module 1: Contributing to your team/departments success

- Building strong relationships with your manager and team
- Basics of supervising when managing an office

### Module 2: Managing Suppliers and Office Logistics

- Basic negotiation skills used when sourcing and dealing with suppliers
- The importance of stock control

### Module 3: Providing administrative support for projects

- Your role in a project and how you can maximise the admin support you provide
- Systems and documents used to manage a project

### Module 4: Organising small events and meetings

- Your role and responsibilities as events organiser
- Budgeting, planning and setting deadlines
- Your event planning checklist

### Module 5: Essential communication skills to manage workplace relationships

- Social styles
- Tools to help deal with conflict and office politics

### Module 6: Managing your time

- Planning your day – setting realistic deadlines
- Meeting the needs and demands of more than one person

### Module 7: Filing Systems

- Planning your day – setting realistic deadlines
- Meeting the needs and demands of more than one person



# Pricing

## WHAT'S INCLUDED:

- A trainer who is a subject matter expert
- A comprehensive learner guide packed with practical tips (PDF for virtual / printed for face-to-face training)
- Digital certificate of attendance
- Post-training Trainer Report

## WHAT THE CLIENT WILL PROVIDE:

Option1: Virtual Instructor Led Training	Option 2: Face-to-Face Training
<ul style="list-style-type: none"> <li>• Fast, reliable internet connection</li> <li>• Computer / laptop for each participant - capable of using the meeting software (Zoom or Microsoft teams) and fitted with a microphone and camera</li> <li>• Printing facilities - should the delegates wish to print their course material before the training</li> </ul>	<ul style="list-style-type: none"> <li>• The training venue, refreshments, and meals for the delegates and the trainer</li> <li>• All audio-visual equipment: data projector, flipchart/whiteboard and pens</li> <li>• Pen and paper for the delegates</li> <li>• Trainer's air or road travel (@R 3.50 pkm) expenses and accommodation for training further than Johannesburg or Pretoria.</li> </ul>

## PRICING TABLE 2 DAY TRAINING COURSE:

Number of Delegates	Price per delegate for 2 Day Training Course (excl. VAT)	Total cost per group based on the number of people attending (excl. VAT)
4	R 6 510	R26 040
5	R 5 208	R26 040
6	R 4 340	R26 040
7	R 3 802	R26 614
8	R 3 396	R27 168
9	R 3 080	R27 720
10	R 2 832	R28 320
11	R 2 606	R28 666
12	R 2 454	R29 448
13	R 2 308	R30 004
14	R 2 184	R30 576
15	R 2 076	R31 140
16	R 1 980	R31 680
17	R 1 900	R32 300
18	R 1 826	R32 868
19	R 1 760	R33 440
20	R 1 700	R34 000

\*Terms & Conditions Apply. Prices change depending on number of delegates trained. Please request a formal quotation.