

Certificate in Office Administration.

Aim: Office Management provides numerous and exciting job opportunities. The aim of this course is to equip participants with interpersonal and technical office management skills to enable them to carry out their jobs effectively as office administrators, supervisors or secretarial executives.

- **Learning Outcome:** Upon completion of the course, you will be able
 - To support top management in efficient office administration.
 - To demonstrate effective business communication skills.
 - To utilize latest office technologies.
 - To execute your duties in a professional and timely manner.
 - To master multi-tasking skills as a supporting staff to top management.

- **Target Audience:**

Suitable for university/college students who pursuing their studies in the Arts and Social Science programs.

Contents

► Day 1 : **Administrative Skills**

- Maintaining efficient office systems
- Filing management
- Multi-tasking and time management
- Budget Management
- Employee Schedule Management

► Day 2 : **Interpersonal Communication Skills**

- Speaking skills
- Conflict management skills
- Listening skills
- Team working skills
- Group activities on Interpersonal Communication Skills

► Day 3 : **Technical Office Management Skills**

- Product/ service knowledge
- MS Office applications
- E Mail management
- Digital calendars
- General IT functions

NOTE: All exercises will be done in class