

Professional Certificate in Office Management

Aim: The Professional Certificate in Office Management aims to provide crucial and job related specific skills that will empower you to function as an effective manager at your workplace. You will discover numerous best practices such as being an excellent coordinator in your office space, a great multi-tasker, and an outstanding communicator in the virtual platform. The course is designed to provide office administrators and executives with problem solving, virtual office management and human resources management skills.

- **Learning Outcome:** Upon completion of the course, you will be able
 - To display outstanding leadership traits and qualities that support the vision and mission of the organization.
 - To implement decision making techniques in line with the needs of the organization.
 - To acquire skills to offer innovative problem solving solutions.
 - To develop effective negotiation skills and apply them with various stakeholders.
 - To provide excellent supportive roles to the functional departments.
- **Target Audience:**

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

Contents

► Day 1: **Problem Solving & Innovation Skills**

- Analytical thinking skills
- Transformational leadership in post pandemic
- Creative solution skills
- Decision making abilities
- Thinking outside the box approach
- Ability to prioritize

► Day 2: **Virtual Office Management Skills**

- Setting up of virtual office
- Developing a 360-degree plan
- Virtual communication techniques
- Tools for virtual office management
- Functional web chat tools

► Day 3: **Human Resources Management Skills**

- Employee recruitment process
- Employee Selection process
- Creating personal files of employees
- Induction process of new employees
- Conflict resolution

NOTE: All exercises will be done in class