



**SCANDINAVIAN ACADEMY**  
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# Course: Effective Office Management

Code	City	hotel	Start	End	price	Hours
402	Zagreb (Croatia)	Hotel Meeting	2024-08-19	2024-08-23	4950 €	25

## Introduction

To manage an office effectively you need to first manage yourself, and then manage your time, tasks, and others in order to achieve maximum success. This course will help increase your motivation and confidence through understanding of principles and best practices of successful office management.

You will learn to prioritize, plan, and solve problems not just to get your work done on time, but to have continuous improvement in productivity. You will learn to communicate more confidently in public, meetings, and with all levels of staff, including managing difficult behaviours. Finally you will gain self management skills which will help you to cope with stress, keep a 'can do' positive attitude, and enjoy your job each day no matter what the challenges are.

## Objectives

**By the end of this course, participants will be able to:**

- Prioritise and cope with multiple tasks without missing deadlines
- Think like a Manager - planning, making decisions and solving problems
- Manage their thoughts and feelings to improve self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations
- Manage paperwork, diaries, meetings, presentations, and phones more effectively



# Contents

## Day One

### Taking Control of your Work Life

- Understanding and clarifying purpose, vision and mission
- The secret to working smarter rather than harder
- Controlling, prioritising and organising your work
- Streamlining your office systems and getting your paperwork under control
- Making your office user friendly and efficient

## Day Two

### Essential Administrative Skills

- Harnessing the power of the mind - through Mind Mapping Techniques
- Managing larger projects to meet deadlines
- Planning skills - using a Gantt chart to chart work progress
- Problem solving and decision making techniques
- Decision Making tools

## Day Three

### Vital Communication Skills

- Different styles of communication
- Learning to be more assertive
- Win-win conflict resolution
- Understanding and using body language



- Understanding different personality types and how to deal with them

## **Day Four**

### **Developing as a Professional**

- Listening skills - seeking to understand before being understood
- Creating a professional image
- Leadership skills
- How to make presentations with confidence and power
- Learn the essentials of planning a presentation

## **Day Five**

### **Self-Empowerment and Self-Management**

- Understanding stress and learning coping skills
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-ness
- Becoming a more proactive, responsible and self-aware person



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.