



Secretarial



The Professional Office Manager



2 Day Course



Classroom or Virtual Blended Training



Accredited Course

Aligned to Unit Standard 110003 (8 credits) in the Business Administration Level 4 Qualification.



Endorsed by OPSA



About the Course

 **Classroom:** R 6, 850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

To competently fulfil the office management role in your organisation you need to combine a diverse range of responsibilities and skills to ensure that office processes and activities are efficiently managed.

This 2-day **Professional Office Manager** course will equip you with essential skills and techniques for getting the job done by focussing on a range of practical administration and people management skills that are needed in this role.

This highly practical 2-day course will assist you in various ways, empowering you to: make your office more organised, reduce costs, keep suppliers on track and on budget, and handle the everyday conflict issues that, if not dealt with, can lead to aggravation from the other employees.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance



Course aligned to Unit Standard 110003 (8 credits) in the Business Administration Level 4 Qualification.

Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- Securing the best value for money by learning how to source quality suppliers, negotiate fees and enter into Performance Contracts / Service Level Agreements
- Contributing to the financial efficiency of your company by learning how to run a lean, cost-effective office
- Writing clear office policies and procedures so that co-workers avoid making time consuming and costly mistakes
- Making a smooth transition from Administrator to Office Manager and excelling in your position by understanding what your company requires of you
- Minimising misunderstandings and unproductive behaviour by learning how to communicate clearly with staff, colleagues and superiors
- Developing a good relationship with your staff and co-workers, enabling you to influence and motivate them to achieve your objectives

Who should attend

An emerging trend in the Administrative field has seen Secretaries, PAs and Administrators assume more responsibilities that have traditionally been classified as 'management' tasks. This course is recommended for experienced and senior administrative professionals, who are expected to manage their office and manager/s daily.



"A very inspiring and empowering course that found to be extremely informative. I can strongly recommend this course to any executive assistants or senior secretaries."

- **Executive Secretary,**
Transnet National Ports Authority

Course Programme Agenda

Module 1: Making the Transition from Administrator to Office Manager

Identifying your Role as a Manager and what your Company Requires of you

- The “Administrator / Process Manager” Role: Ensuring that Paperwork, Procedures and Systems run smoothly
- The “People/ HR Manager” Role: Maintaining thorough employee records (including documentation relating to Leave, Sick Leave and Absenteeism) and managing tricky situations in line with current legislation
- The “Project Manager” Role: Managing small scale projects within the office, or providing support for larger scale projects undertaken by your company

Assessing your Performance and Mastering Self-Management Skills

- Organisational Skills: Are you able to accomplish multiple tasks in a systematic, orderly way?
- Time Management, Planning and Prioritising: Are you using your time wisely and completing important tasks by their due date?
- Stress Responses: Do you manage stress and pressure without allowing it to have a negative effect on your work environment?
- Image, Dress and Professionalism: Do you portray a respectable image to staff, colleagues and superiors?

Module 2: Key Areas of Competency for the Professional Office Manager

Understanding your Company’s Objectives to Better Manage Office Activities

- Promoting awareness and efficiency among all employees by following a step-by-step guide for writing clear office policies that can be used as a reference
- Ensuring that new employees are quickly ‘brought up to speed’ by briefing them on company policies and procedures
- Identifying existing office systems and procedures that are outdated or ineffective and pro-actively suggesting improvements or alternatives

Office Related Procurement, Supplier Contracts and Service Level Agreements

- Evaluating supplier offerings, sourcing competitive quotes and negotiating favourable rates
- Clarifying your expectations of suppliers upfront and agreeing on acceptable levels of service in a Performance Contract
- Monitoring supplier performance against agreed service levels to make sure your company gets what it’s paying for
- Ensuring that service contracts make provision for maintenance and repair of office equipment in a way that will not interrupt the office workflow
- Understanding what your legal options are if a supplier doesn’t deliver according to the established Performance Contract
- Building strong business relationships with suppliers so that servicing your account is always a high priority for them

Module 3: The “People” Aspects of Office Management

Getting Things Done Through Other People

- Using your knowledge of what motivates and drives your co-workers / staff to assist you in achieving your objectives
- Tailoring your practical influencing skills to persuade people over whom you have no authority (e.g. other departments, suppliers or customers)
- Extending the range of activities your staff can tackle by identifying relevant training opportunities that will expand their skills base
- Recognising changes in productivity and dealing with under-performing employees through corrective counselling or Employee Assistance Programs
- Maintaining a positive working environment and ensuring that staff perceive you as fair and thorough by following the correct procedure for dealing with grievances

Practical Communication and Conflict Management Skills

- Purposefully using body language, tone and word choices that deliver an unambiguous message
- Ensuring people understand exactly what’s expected of them by delivering instructions that are clear and to the point
- Keeping communication lines open by learning how to spot and deal with barriers to effective communication
- Understanding how different cultures communicate and how gestures can be misinterpreted
- Remaining objective and utilising a step-by-step approach for dealing with conflict
- Creating a positive office environment by learning to deal with Office Politics, Cliques and Gossip

Module 4: Practical Tips for Dealing with the Challenges Facing Office Professionals

An Introduction to Problem Solving and Decision Making

- Implementing a proven 3 step approach to Problem Solving
- Defining and Analysing the problem
- Proposing, evaluating and selecting an appropriate solution Implementing and monitoring the effectiveness of the solution
- Overcoming common problems faced by Office Managers
- Deciding when and how to go about referring a problem to your manager

ENDORSED BY



This course is endorsed by the **Association for Office Professionals of South Africa (OPSA)**. Delegates who are professional members with OPSA can claim a **5% discount** for this course and earn 1 CPD point towards their annual development plan.

Visit www.opsa.org.za for more information and sign up as a professional member today.



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent (*available during business hours only*).

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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