

Office Management: Comms, Meetings & Time Skills

Learn to strengthen time management, planning, communication, teamwork and presentation skills for office professionals.

5 Days

DURATION

5

MODULES

24

TOPICS

COURSE OVERVIEW

This course covers core competencies for office professionals, including time management and self-awareness of learning and thinking styles. It then addresses organising and planning, covering goal setting, mind mapping, problem solving and managing meetings. Communication skills follow, including assertiveness, conflict handling, listening, questioning and body language, before moving into team working topics such as managing upwards, stress management and dealing with difficult people. The course concludes with presentation-related skills, covering telephone skills, writing skills, email etiquette and presentation skills.

WHO THIS COURSE IS FOR

Office Professionals

Administrative Assistants

Executive Assistants

Office Managers

Team Coordinators

LEARNING OBJECTIVES

- Identify competencies required for excellence as an office professional
- Explain how perceptions, attitudes and beliefs affect performance
- Apply time management skills to daily office tasks
- Set SMART objectives and plan tasks effectively
- Apply mind mapping to support problem solving and decision making
- Describe techniques for managing meetings effectively
- Apply assertive communication and active listening skills
- Describe methods for managing conflict and difficult people

5 Modules, 24 Topics

DAY 1

01

Competencies and Time Management

TOPICS

- Assessing prior Skills and Knowledge
- Competencies Required for Excellence as an Office Professional
- Perceptions, Attitudes and Beliefs - How they affect Performance
- Learning Styles / Thinking Styles - Your Strengths and Weaknesses
- Time Management Skills

DAY 2

02

Organising and Planning

TOPICS

- Goal Setting including Setting SMART Objectives
- Planning
- Mind Mapping
- Problem Solving and Decision Making
- Managing Meetings

DAY 3

03

Communication Skills

TOPICS

- Understanding Assertive Communication
- Dealing with Conflict and Aggression
- Listening Skills
- Questioning Skills
- Body Language and Its Importance in Building Effective Relationships

04

Team Working

TOPICS

Conflict Management and Resolution · Dealing with Difficult People · Managing Upwards · Workplace Stress Management · Working Effectively as Part of a Team

05

Presentation Skills

TOPICS

Telephone Skills · Writing Skills · Email Etiquette · Presentation Skills

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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