

Office Admin: Mind Mapping & Communication

Learn to organise your work, apply mind mapping, and communicate confidently to manage projects, meetings and professional relationships.

5 Days

DURATION

5

MODULES

30

TOPICS

COURSE OVERVIEW

This course covers taking control of your work life, including clarifying purpose, prioritising tasks and improving office efficiency. It then introduces essential administrative skills such as mind mapping, planning, problem solving and managing meetings and multiple managers. Attention turns to vital communication skills, covering communication styles, conflict resolution, body language and working with different personality types, followed by professional development topics including listening, presentations, leadership and giving feedback. The final part addresses self-empowerment and self-management, covering stress, self-confidence, emotional intelligence and continuing professional development.

WHO THIS COURSE IS FOR

Office Administrators

Executive Assistants

Personal Assistants

Administrative Coordinators

Office Managers

LEARNING OBJECTIVES

- Apply mind mapping techniques to plan and organise work
- Prioritise and organise tasks to work more efficiently
- Manage larger projects and meetings to meet deadlines
- Identify personal communication styles and when to use them
- Apply win-win approaches to resolve conflict
- Interpret body language and personality differences in communication
- Deliver presentations and feedback with confidence
- Apply emotional intelligence to manage stress and self-confidence

5 Modules, 30 Topics

DAY 1 Taking Control of Your Work Life

01**TOPICS**

- Understanding and Clarifying Purpose, Vision and Mission
- External and Internal Customer Service
- The Secret to Working Smarter rather than Harder
- Controlling, Prioritising and Organising Your Work
- Gaining an Insight into your Strengths and Weaknesses
- Making Your Office User-friendly and Efficient

DAY 2 Essential Administrative Skills

02**TOPICS**

Mind Mapping Techniques · Right Brain / Left Brain Theory · Managing Larger Projects to Meet Deadlines · Planning and Problem Solving Skills · Managing Meetings Effectively · Working with more than One Manager

DAY 3 Vital Communication Skills

03**TOPICS**

- Communication Styles and When to Use Them
- Communicating with Confidence
- Win-Win Conflict Resolution
- Understanding and using Body Language
- Understanding Gender Differences in Communication
- Understanding Different Personality Types and How to Deal with them

DAY 4 Developing as a Professional

04**TOPICS**

- Listening Skills - seek first to understand then to be understood
- Creating a Professional Image
- Leadership Skills
- How to Make Presentations with Confidence and Power
- Painless Methods for Giving Corrective Feedback
- Best Practices for Delivering Positive Feedback

05

TOPICS

- Understanding the Main Causes of Stress
- How to Build Self-confidence and Strengthen the Ability to Respond to Difficult Situations
- The Essential Skills of Emotional Intelligence
- Using Emotional Intelligence at Work
- Becoming a more Proactive, Responsible and Self-aware Person
- Continuing Professional Development - where to go from here

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

ABOUT 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.

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