



One World, One University



Certified office manager

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Introduction:

For those wishing to develop their managerial skills, plan their career paths, and promotions to senior management positions, where the study in this program is concerned with providing participants with modern skills in management and how to assume the tasks of higher departments in accordance with international standards and modern administrative approaches in addition to providing participants with administrative development skills and introducing them to operations Planning, organizing, administrative communication and providing the participants with the opportunity to discuss practical cases from the reality of their work.





- **Goals**
 - Providing participants with administrative development skills by introducing them to planning, organizing and supervising the administrative process of their organizations.
 - Learning about developing work systems and simplifying office work procedures.
 - Providing participants with the skills to achieve effective administrative communication in administrative work.
 - Providing participants with the skills to diagnose problems and make effective management decisions.
 - Developing management communication skills and communicating with managers and higher departments.
 - Acquiring Skills needed in office managers (formation of work teams - time management - negotiation skills).
- Learning how to prepare work plans and programs





Axes

The first axis: the nature of the administrative position of the office manager

- The administrative process and the location of the office manager's work in it.
- Skills of setting goals, planning, and the concept of developing work procedures and how to do them.
- How does the office manager develop his skills in the field of administrative functions (planning - organizing - coordination - follow-up - control).
- practical cases on the skill of carrying out the administrative process and how to achieve excellence in performance





❖ The second axis: the administrative communication skills required of the office manager

- The concept and importance of administrative communication.
- Elements of successful communication.
- The components of an effective communication process.
- Patterns of communication and barriers to communication.

❖ The third axis: building an effective work team

- The needs of the work team (objective needs, needs of workers, unity of purpose).
- Characteristics of a successful work team.
- Characteristics and performance characteristics of an effective work group.
- The role of the office manager in the success of the work team





- ❖ **The fourth axis: the skill of innovative and creative thinking in solving problems and making decisions**
 - How to measure the innovation capacity of your workers and how you can develop it.
 - The concept of innovative thinking and the components of innovative ability.
 - Scientific method for studying and analyzing problems.
 - Creative thinking in solving problems.
- ❖ **The fifth axis: organizing meetings and planning office work**
 - The concept and importance of planning office work.
 - Methods and models for planning office work.
 - Designing a plan to prioritize work.
 - The concept of meetings, their importance and types.
- Preparing meeting minutes





❖ **Participants:**

- Office managers, executive secretaries, personal assistant and administrative assistant
- Assistant executives, assistant heads of departments.
- Administrative coordinator and personnel in administrative affairs.
- All those wishing to develop their administrative skills and obtain a certified office manager certificate

