IMSIMBI

TRAINING

UNLEASHING YOUR POTENTIAL










Imsimbi Training proudly presents

Office Management – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and the material covers unit standard 110009 at NQF level 4 worth 4credits.

SERVICES SETA

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COURSE OBJECTIVES

The aim of this course is to develop the knowledge, skills and capabilities for an effective and efficient office administrator. Participants will also explore the underlying values and attitudes which convey respect for different people when communicating and interacting with them.

The course is designed so that the learning activities will require the participants to prepare and deliver an assignment that demonstrates that learners can apply theory taught to their work context.

COURSE OUTCOMES

Upon completing this course, the learner should be able to:

- Plan and organise work
- Communicate with individuals in an organisation
- Manage administration records
- Approach documents and records effectively and efficiently
- Control and deal with confidential information and documents
- Control and evaluate ordering and distributing office stationery
- Implement control measures with individuals
- Develop and maintain systems for securing and monitoring the flow of data within the organisation

COURSE OUTLINE

Module 1: Awareness/ Mindfulness

- Deepening Self Awareness

Module 2: Communication in The Workplace

- The Functions of Communication
- Methods of Communication
- Methods of Communication
- The Communication Process



- Professional Telephone Etiquette
- Writing intelligent E-mails
- Agendas, minutes of meetings and action minutes
- Writing Up Minutes

Module 3: Professionalism and Ethics

- Professional Office Administration
- Your Workspace
- Managing a Diary

Module 4: Introduction to Data Management

- What is Data Management?
- Data Management in the Public Sector
- Record Control Mechanisms
- Setting Up a Data Management System
- Setting up a data classification and referencing system
- How to build a referencing system
- Understanding Filing
- Filing Systems

Module 5: Professional Office Practice

- Using Microsoft Outlook to its maximum
- The Journal - keeping a record of your activities
- Confidentiality
- Systems and Procedures for keeping information confidential
- Managing the office (and your manager)
- Implement Control Measures with Individuals



COURSE CONTENT

What does it mean to be an Office Administrator?

- Knowing myself
- Understanding people

Communication

- The purpose and methods for communicating with clients
- Listening skills
- Effective communication skills
- Business communication

Telephone Skills

- The greeting
- Professional speech / choice of words
- Languages; Articulation; Voice control
- Transferring calls; Taking messages; Distribution of messages
- Cell phones

Professional Documents

- Intelligent Emails
- Reports
- Minutes of meetings

Managing a diary

- Understanding a diary
- MS Outlook
- IT Filing systems

Understanding Filing

- Why do we file documents
- What do we file
- How do we organize files



- Labelling each file
- The filing index
- Filing Rules

Electronic Filing systems

- Electronic Filing
- Ms outlook
- My documents
- Scanning documents
- Searching for documents
- Alphabetical filing

Data Management Systems

- Archiving
- Security
- Confidentiality
- Filing systems
- Indexing

Administrative Systems

- Administrative systems for organizations
- Develop efficient administrative systems

Being Organised

- Simple systems and routines
- Plan your work
- Routines/procedures, checklists
- Be professional/confident
- Being organized

Confidentiality

- Systems and procedures for keeping information confidential
- Keeping documents secure
- Security breaches

Being Professional

- Professional dress
- Speaking professionally
- Professional behaviour



- Ethics

Managing the Office

- Managing your boss
- Routines for the beginning of the day
- Routines for the end of the day

Managing Stationery in the Office

- Ordering, maintenance and distribution of office stationery
- Administrative operating procedures
- Reporting deviations
- Implement control procedures with individuals
- Procedures for dealing with non-conformances

