



Level Up Your Skills!

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Office Skills

Your guide to the course.



Overview of the Course:

Be the reason behind an effective and functional office with the help of the Office Skills course and prepare yourself for the lightning pace of the 21st-century and learn valuable office skills which will prepare you for the skills needed to work in positions related to office administrator.

With the Office Skills course, learn about the requirements for becoming a successful office administrator, key challenges of an office administrator, work breakdown

structure. Build the office skills within yourself, gain the complete manual on office skills, and make the skills and knowledge work practically and theoretically.

Enrol immediately in the Office Skills course and get started today!

Learning Benefits of Office Skills Course:

- The Essential skills for an office administrator
- How to become an office administrator
- The 'three skills approach.'
- Tips on how to develop these mandatory office skills
- Estimation process and resources alignment
- Learn about project planning guide
- The risk management process
- Organising meeting and conferences
- Organisational skills
- Conflict management skills
- Effective communication skills

While purchasing This Course, You will get Receptionist Course for FREE.

Office Skills
Curriculum Breakdown



Module 1: Introduction to Office Administration

- What does an Office Administrator Do?
- Requirements for Becoming a Successful Office Administrator
- The Essential Skills for an Office Administrator
- How to Become an Office Administrator
- Key Challenges of an Office Administrator
- Summary
- Assessment

Module 2: Skills of an Effective Administrator

- Introduction
- The 'Three Skills Approach'
- Technical Skills
- Human Skills
- Conceptual Skills
- Tips on How to Develop These Skills
- Technical Skills
- Human Skills
- Conceptual Skills
- Summary
- Assessment

Module 3: Effective Planning and Scheduling

- Work Breakdown Structure
- Estimation Process and Resources Alignment
- Increasing Estimation Accuracy
- Aligning Resources with Activities
- Project Planning
- Project Planning Guide
- Project Management Pitfalls
- Risk Management
- Risk Management Process
- Summary
- Assessment

Module 4: Organising Meeting and Conferences

- Meeting Arrangements
- Types of Meeting
- Scheduling Meetings
- Meeting Minutes
- Corporate Minutes
- Conferences
- Planning Conferences
- Preparing Conference Materials

- During and After Conferences
- Conference Notes
- Summary
- Assessment

Module 5: Record Keeping and Filing Systems

- Keeping Accurate Records
- Filing Systems
- How to Alphabetise for Filing and Indexing
- Handling Confidential Documents
- Computer File Organising
- Document Library
- Naming Files
- Sorting and Grouping
- Shortcuts
- Backing Up Files
- Summary
- Assessment

Module 6: Business Writing Skills

- Structures of Business Documents
- Email Messages
- Business Letters
- Business proposals
- Business Reports
- Structures of Other Official Documents
- Executive Summaries
- Business Cases
- Editing and Proofreading
- Proofreading Symbols
- Proofreading on Paper & Screen
- Strategies to Check for Specific Errors
- Editing & Proofreading Strategies
- Electronic Revision
- Assessment

- Summary

Module 7: Minute Meeting, Decision and Action

- Introduction
- The Purpose of Minute Taking
- Effective Minute Takers
- Importance of Writing
- The Action Triangle
- When There Is No Outcome
- Layout of Action Points
- When There Are Several Actions for One Minute
- Summary
- Assessment

Module 8: Tips for Minute Taking

- Introduction
- Laying the Groundwork
- Knowing the Purpose
- Getting the Agenda
- Choose Your Method
- All Systems Go
- Leave Space in Which to Work
- Here, Here
- Have a Seating Chart
- Know Everyone's Position
- Create a Minutes Template
- Listen with Care
- Just the Facts
- Keep it Clear and Simple
- Be Exact
- Noting Motions
- What's on Hold
- Adding Your Voice
- Summary
- Assessment

Module 9: Time Management

- Introduction to Time Management
- Aspects of Time Management
- Effective Planning
- Setting Goals and Objectives
- Setting Deadlines
- Delegation of Responsibilities
- Overcoming Procrastination
- Managing Deadlines
- Effective Time Management at the Workplace
- The Pareto Principle and Tips for Time Management
- Multitasking
- Summary
- Assessment

Module 10: Stress Management

- Definition of Stress
- Meaning of Stress
- Understanding Stress
- How Stress Arises?
- Different Strategies to Manage stress
- Tips and Tricks for Stress Management
- Summary
- Assessment

Module 11: Business Telephone Skills

- Telephone Etiquette
- Telephone Skills
- Taking & Transferring Calls
- Taking Messages
- Screening Calls
- Protecting Employer
- Telephone Courtesy Tips

- Domestic and International Calls
- Voice-Mail Courtesy
- Summary
- Assessment

Module 12: Communication Skills

- Effective Listening Skills
- Verbal Communication
- Written Communication
- Oral Communication
- Non-Verbal Communication
- Communication Strategies
- Summary
- Assessment

Module 13: Conflict Management

- Definition of Conflict
- Benefits of Confrontation
- Prevention of Conflicts
- Anger Management
- Conflict Resolution Techniques
- Summary
- Assessment

Module 14: Organisational Skills

- Organising Daily Work
- Organising Workplace
- Organising Resources
- Organising Tools
- Cultivating Organisational Habits
- Summary
- Assessment

Estate Agent
Who is This Course for



This course is the perfect opportunity to extend your knowledge of Office Skills. Whether you are a professional wanting to expand knowledge in this topic or you are one of those people who wants to learn about this topic. We got you covered in this course!

Don't delay, start now for a better future!

You may be also interested in our **bundled courses**, don't hesitate to check the link below:

[10 Courses Bundle](#)

[19 Courses Bundle](#)



Your Best Partner in Learning