



Office Management



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Managing an office can be a tedious task to complete, especially when you have to tackle an overwhelming workload and get back on track. What could you possibly do to work efficiently and meet all your deadlines promptly amidst all the chaos? Our office management complete bundle has got you covered!

This comprehensive course will help you stand out from the crowd and present an interesting perspective about your managerial skills. Through this Office Management Bundle, you will gain relevant theoretical and practical skills necessary to thrive in the entrepreneurship industry. This course covers every significant detail you need to prosper within this profession, covering topics such as performance and talent management, maintaining professionalism in the workplace, developing time management aptitude, organisational chaos management, acing workplace stress management, explore the factors of team management and gain confidence to embrace success. Therefore, with this Office Management bundle, you will gain all the skills to set yourself as a successful entrepreneur. Not only will you gain a competitive advantage over your competitors, but this course will certainly be worth your time and money.

Become invincible and manage tasks like a pro! Enrol now, and seize endless opportunities!

CPD accredited Office Management bundle is the most comprehensive bundle on Office Management now available online, offered by Skill up to upskill you with core to advanced office management ideas for your utmost level proficiency in implying the newly gained knowledge efficiently wherever needed and escalate yourself as a peerless potential in the office management promising industry.

Sign up for the all-inclusive Office Management bundle, and experience relentless development of in-demand knowledge, skills and strategies within you!

Learning Outcomes of Office Management Bundle:

- Understand performance and talent management
- Develop communication skills
- Attain time management skills

- Understand project management effectively.
- Be familiar with business etiquette basics and cultural diversity
- Familiarise yourself with business process management
- Be familiar with organizational chaos
- Gain team management skills
- Gain Microsoft application skills
- Know how to deal with workplace stress.

Office Management Bundle Specialities

- 34 hours of instant video lectures and downloadable resources.
- Affordable premium-quality E-learning content, you can learn at your own pace.
- You will receive 19 completion certificates upon completing the Office Management bundle.
- Internationally recognised Accredited Qualification would boost up your resume.
- You will learn the researched and proven approach of Office Management adopted by renowned experts.

Assessment

After completing all the modules of the Office Management Bundle, your learning will be assessed by an automated multiple-choice based exam. You may choose to participate in a Mock Exam before attending the course completion Final Exam with absolutely no extra cost.

Certificate

This premium Office Management bundle comes with FREE PDF & Hardcopy Certificates, PDF Transcripts & Student ID Card, and it makes this bundle the perfect value for money.

This self-paced Office Management bundle by Skill Up, loaded with up-to-date knowledge and techniques, is truly ideal for all aspiring professionals.

Let your eLearning experience meet the utmost satisfying level by enrolling in our premium Office Management bundle now!

This Office Management Bundle Consists of the Following Courses:

- Course 1: Workplace Management Training
- Course 2: Workplace Equality & Diversity
- Course 3: Workplace Critical Thinking
- Course 4: Office Skills
- Course 5: Time Management: Step By Step Training
- Course 6: Organisational Chaos Management
- Course 7: Negotiation and Agreement Training
- Course 8: Master Communication Skills Course
- Course 9: Operations Management
- Course 10: Change Management
- Course 11: Project Management Masterclass
- Course 12: Crisis Management
- Course 13: Minute Taking Masterclass
- Course 14: Xero Advance Bookkeeping 2021
- Course 15: Workplace Stress Management
- Course 16: Talent Management
- Course 17: Managing Budgets
- Course 18: Performance Management
- Course 19: Team Management Advanced Training

Curriculum Breakdown of the Premium Courses:

➤ Workplace Management Training

- Module 1 : Human Resources Today
- Module 2 : Recruiting and Interviewing
- Module 3 : Retention and Orientation

- Module 4 : Following Up with New Employees
- Module 5 : Workplace Health & Safety
- Module 6 : Workplace Bullying, Harassment, and Violence
- Module 7 : Workplace Wellness
- Module 8 : Providing Feedback to Employees
- Module 9 : Disciplining Employees
- Module 10 : Terminating Employees

➤ **Workplace Equality & Diversity**

- Module One: Understanding Diversity
- Module Two: Understanding Stereotypes
- Module Three: Breaking Down the Barriers
- Module Four: Verbal Communication Skills
- Module Five: Non-Verbal Communication Skills
- Module Six: Being Proactive
- Module Seven: Coping with Discrimination
- Module Eight: Dealing with Diversity Complaints as a Person
- Module Nine: Dealing with Diversity Complaints as a Manager
- Module Ten: Dealing with Diversity Complaints as an Organization

➤ **Workplace Critical Thinking**

Module 01 : Facing New Problems

- The Critical Thinking Process
- Group Dynamics
- Critical Thinking Methods
- Problem Solving Approaches



Module 02 : Establishing the Problem

- A Identify the Problem
- Exploring the Problem

Module 03 : Discovering the Solution

- Assembling Potential Ideas
- Determining the Best Solution
- Evaluating Cost and Benefit
- Building Your Case

Module 04 : Accepting a Decision

- Accepting a Decision

➤ Office Skills

- Module 1: Introduction to Office Administration
- Module 2: Skills of an Effective Administrator
- Module 3: Effective Planning and Scheduling
- Module 4: Organising Meeting and Conferences
- Module 5: Record Keeping and Filing Systems
- Module 6: Business Writing Skills
- Module 7: Minute Meeting, Decision and Action
- Module 8: Tips for Minute Taking
- Module 9: Time Management
- Module 10: Stress Management
- Module 11: Business Telephone Skills
- Module 12: Communication Skills
- Module 13: Conflict Management
- Module 14: Organisational Skills

➤ Time Management : Step By Step Training

Section 01: Welcome & Getting Started

- Introduction to Time Management: Step-by-Step
- Getting Help

Section 02: Choosing Your Time Tools


- What Tools Will I Need?
- Should I Use Print or Software Time Tools?
- General Factors When Choosing Software
- Choosing a Time Management System
- Choosing a Contact Management System
- Choosing a Calendar
- Choosing a Notes System
- Choosing a Time Tracker
- Make Your Choices

Section 03: Planning Your Work

- Time for Planning
- What is Your REAL Job?
- Identifying Your Work Categories
- Setting Blocks of Time for Each Category
- The Carousel Method for Projects
- Goals and Outcome Setting
- The Power of Outlining
- Mind Mapping for Planning and Brainstorming

Section 04: Reducing Distractions

- How Distractions Cripple Productivity
- Why Time Tracking is Critical to Success

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- Reducing Email Distractions
 - Social Media & App Distractions
 - People Interruptions
 - Telephone Distractions

Section 05: Creating Focus

- Taming Your Monkey Mind
- Getting It All Out of Your Head
- How Batching Gets More Done
- Using a Countdown Timer to Achieve Focus
- Discipline and Will Power
- Create an Office Power Hour

Section 06: Handling Tasks Effectively

- Analyzing Tasks
- How to Prioritize Tasks
- Visualizing and Organizing Your Tasks
- The Power of Checklists
- The Two Minute Rule
- Should I Go Paperless?
- Telephone Time Tips

Section 07: Delegating Effectively

- Introduction to Delegating Effectively
- Delegating Tasks – Analyze First
- Delegating – Best Practices
- Why Delegating Fails
- Hiring vs. Outsourcing
- Fast Lazy Way to Create PowerPoints

Section 08: Inbox Zero Email Mastery

- Welcome to Inbox Zero Email Mastery

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- Stopping Email Interruptions
 - Sorting Your Inbox Daily
 - Stop Working in Your Inbox
 - Email Analysis
 - Dumping Unneeded Emails
 - Delegating Emails
 - Scheduling Emails
 - Finish the Most Important Emails First
 - Email Handling & Reply Tips
 - Email Replies in Seconds Using Text Expanders
 - Second Priority Level Emails
 - Stop Digital Filing & Embrace Search
 - Handling Reading/Resource Emails
 - Reduce Internal Emails with Task Management Systems
 - Reducing Customer Emails with Support Ticket Systems
 - How to Use Email Filters to Save Time
 - Best Practices for Internal Email
 - Outsource Your Email with Personal/Virtual Assistants

Section 09: Effective Meetings

- Introduction to Effective Meetings
- The Importance of an Agenda
- Having the Right People at the Meeting
- Setting Ground Rules for the Meeting
- Preparing Reports before Meeting
- Capturing Meeting Notes
- Starting on Time
- Getting Attendees Involved
- Keeping the Meeting on Track
- Creating an Action Plan
- No “Anything Else?” Questions
- End Meetings on Time

- After Meeting Follow Up
- Online Meeting Tips
- Dealing with Controversial Topics

Section 10: Automating Your Work

- The Importance of Automation
- Getting Started with Automation
- Automating with Text Expanders

Section 11: Work/Life Balance

- Introduction to Work/Life Balance
- Work Life Balance Steps 1-5
- Work Life Balance Steps 6-8

Section 12: Student Time Tips

- Student Time Planning
- Creating Focus for Students
- Learning Tips for Students

➤ **Organisational Chaos Management**

- Module 01: Introduction to Organisational Chaos
- Module 02: Priority-Planning for Managing Organisational Chaos
- Module 03: Effective Decision Making to Prevent Chaos
- Module 04: Communication in Organisational Chaos
- Module 05: Master Chaos With Critical Thinking



➤ Negotiation and Agreement Training

Introduction and The Principles of Collaborative Negotiation

- Welcome and Course Overview FREE
- Why Good Negotiation Practice Leads to Better Relationships
- Shameless Book Plug
- Millie's Cookie Story
- Exercise 1: Intentions / Objectives for This Programme

Giving Structure to Your Negotiation Strategy


- Negotiation is not
- Distinguishing Negotiation from -Haggling
- The 7 Steps to Negotiation Success
- Exercise 2: Giving Structure to your Negotiations

Step One – Preparing Yourself for Collaborative Negotiation

- Preparing Yourself and Your WIN Outcomes
- Exercise 3: Securing Commitment to Negotiate
- The 4 P's
- The Importance of Personality
- We, Then Me
- Exercise 4: The 4 P's

Step Two – Preparation - Understanding the Power of Variables

- Introduction to Variables
- Video Examples of Excellent Creativity in Variables
- Exercise 5: Understanding the Power of Variables
- Using the WIN Matrix
- Exercise 6: Write Your Win Matrix



Step Three – Understanding Your Partner's Point of View

- Introduction
- Example Story- Maps of the World – Dyl's Den
- Exercise 7: Stepping Into Your Partner's Shoes

Step Four – Discussing

- Introduction- Stating Intentions
- Co-Active Listening- Are You Really Listening
- The Power of Pause
- Exercise 8: Using Open Questions
- Exercise 9: Going Above and Beyond Their Wildest Dreams
- Exercise 10: Socratic Questioning
- Exercise 11: Creating a Discussion Agreement Statement

Step Five – Proposing

- Introduction to the Propose Stage
- Exercise 12: Putting Your Proposal into Writing

Step Six – Bargaining

- Introduction
- Exercise 13: Creating a Bargaining Agreement Statement
- The Power of Silence
- Exercise 14: Developing Your Time-Out Strategy

Step Seven – Agreeing

- Introduction to Bargaining
- The Written Columbo
- Exercise 15: Drafting an "Agreement In Principle"

Getting Yourself Out of the Way - The Human Operating System

- Introduction – The Missing Link
- Exercise 16: Noticing Your Thinking

- What Does this Mean in Your Negotiations?

Understanding Personality

- Why Personality?
- Introducing the 4 Colours
- Introducing the 8 Aspects
- Inspiration v Discipline Driven
- Exercise 17: Teddy Bear
- Big Picture vs Down to Earth
- Exercise 18: Football Club Trip
- People Focused vs Outcome Focused
- Splash App
- Exercise 19: Completing Your Own Assessment
- Negotiation with Different 'Personality Types'

Using the Seven Steps at Home

- Introduction

Avoiding Common Gambits Some Negotiators Use

- Nibbling – The Columbo
- The Flinch
- The Red Herring
- Higher Authority
- The Reluctant Buyer – Seller
- The Best of a Bad Choice

Conclusion – Can You Really Get More by Giving More?

- Conclusion & Thank You

Bonus Lecture

➤ **Master Communication Skills Course**

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- Introduction To Communication – Goals & Benefits
 - Key Principles Of Communication
 - We Are ALWAYS Communicating
 - Fundamentals Of Communication – Part 1
 - Fundamentals Of Communication – Part 2
 - Great Communication Tips – Part 1
 - Great Communication Tips – Part 2
 - Self-Talk & Powerful Language
 - Miscommunication
 - Still MORE Great Tips! Part 1
 - Still MORE Great Tips! Part 2
 - Still MORE Great Tips! Part 3
 - Final Thoughts and Suggestions

➤ **Operations Management**

- Module 01: Introduction to Operations Management
- Module 02: Project Management
- Module 03: Business Development and Succession Planning
- Module 04: Process Management
- Module 05: Supply Chain Management
- Module 06: Planning & Forecasting Operations
- Module 07: Procurement & Purchasing Management
- Module 08: Manufacturing & Delivery Operations
- Module 09: Quality Management
- Module 10: Managing Risk and Recovery
- Module 11: Performance Management
- Module 12: Talent Management
- Module 13: Communication Skills
- Module 14: Negotiation Techniques
- Module 15: Conflict Management
- Module 16: Stress Management

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- Module 17: Time Management
 - Module 18: Business Environment
 - Module 19: Business Writing Skills


➤ Change Management

- Module 01: Change Management
- Module 02: Change and the Individual
- Module 03: Change and the Organisation
- Module 04: Communication and Stakeholder Engagement
- Module 05: Introduction To Human Resource
- Module 06: Crisis Management
- Module 07: Conflict Management
- Module 08: Attention Management
- Module 09: Performance Management
- Module 10: Project Management
- Module 11: Risk Assessment and Management
- Module 12: Stress Management

➤ Project Management Masterclass

Unit 01: Introduction

- 1.1 Introduction to Project Management
- 1.2 6 Pathways of Project Management
- 1.3 Course Structure: Simplified Framework
- 1.4 System Thinking
- 1.5 Project Timeline
- 1.6 Pyramid Project



Unit 02: Project Management Framework

- 2.1 Project
- 2.2 Project Management
- 2.3 The Matrix Environment
- 2.4 Enterprise Environmental Factors and Organisational Process Assets
- 2.5 Project Constraints
- 2.6 Process Groups
- 2.7 Integration Management
- 2.8 Stakeholder Management
- 2.9 Scope Management
- 2.10 Schedule Management
- 2.11 Cost, HR, Quality and Risk Management
- 2.12 Communication and Procurement Management
- 2.13 Knowledge Areas and Process Groups

Unit 03: Integration Management

- 3.1 Develop Project Charter
- 3.2 Project Charter Template
- 3.3 Timeline View of Project Documents

Unit 04: Stakeholder Management

- 4.1 Identify Stakeholders
- 4.2 Stakeholder Register Template
- 4.3 Timeline View of Project Documents

Unit 05: Project Scope Management

- 5.1 Project Scope
- 5.2 Collect Requirements
- 5.3 Define Project Scope
- 5.4 Create WBS: Work Breakdown Structure
- 5.5 Project Scope Baseline
- 5.6 Timeline View of Project Documents
- 5.7 Microsoft Project
- 5.8 MS Project – User Interface Explained

- 5.9 MS Project – Entering Scope Items

Unit 06: Schedule Management

- 6.1 Define Activities
- 6.2 Sequence Activities
- 6.3 Estimating Activity Durations
- 6.4 Develop Schedule Process
- 6.5 Critical Path Method
- 6.6 Compressing Schedule : Crashing and Fast-tracking
- 6.7 Timeline View of Project Documents
- 6.8 Microsoft Project – Entering Activities and Duration
- 6.9 Microsoft Project – Sequencing Activities & Creating Gantt Chart
- 6.10 Microsoft Project – The Project Schedule

Unit 07: How Much/Many of the Project

- 7.1 Estimated Costs
- 7.2 Determined Budget
- 7.3 Timeline View of Project Documents
- 7.4 Estimate Activity Resources
- 7.5 Timeline View of Project Documents
- 7.6 Plan Quality
- 7.7 Timeline View of Project Documents
- 7.8 Introduction to Risks
- 7.9 Identify Risks
- 7.10 Perform Qualitative Risk Analysis
- 7.11 Perform Quantitative Risk Analysis
- 7.12 Plan Risk Responses
- 7.13 Timeline View of Project Documents

Unit 08: Where in the Project

- 8.1 Plan Communication
- 8.2 Timeline View of Project Documents
- 8.3 Plan Procurement
- 8.4 Timeline View of Project Documents

Unit 09: How Things are Done on a Project?

- 9.1 HOW are things done on the project
- 9.2 Develop Project Management Plan
- 9.3 Individual Management Plans
- 9.4 Timeline View of Project Documents
- 9.5 Timeline View of Project Documents-2
- 9.6 Direct and Manage Project Work
- 9.7 Timeline View of Project Documents
- 9.8 Manage Project Knowledge
- 9.9 Timeline View of Project Documents
- 9.10 Monitor and Control Project Work
- 9.11 Timeline View of Project Documents
- 9.12 Perform Integrated Change Control
- 9.13 Steps to perform Change Control
- 9.14 Timeline View of Project Documents
- 9.15 Budget at Completion: BAC
- 9.16 Planned Value: PV
- 9.17 Earned Value: EV
- 9.18 Schedule Variance (SV) & Schedule Performance Index (SPI)
- 9.19 Actual Cost(AC), Cost Variance and Cost Performance Index
- 9.20 Budget Forecasting – Estimate at & to completion
- 9.21 Close Project or Phase
- 9.22 Timeline View of Project Document

➤ **Crisis Management**

- What is Crisis Management?
- Training Leaders and Staff & Conducting the Crisis Audit
- Performing Risk Level Analysis & Developing Response Process
- Consulting with the Experts & Incident Management Techniques
- Working through the Issues
- Establishing EOC & Building Business Continuity and Recovery

- Recovering and Moving On

➤ **Minute Taking Masterclass****

- Module 01: Introduction to Minute Writing
- Module 02: Preparation for Minute Taking
- Module 03: The Meeting Structure
- Module 04: Minute Meeting, Decision and Action
- Module 05: Roles and Responsibility of Minute Taker
- Module 06: Tips for Minute Taking
- Module 07: Technology in Minute Taking
- Module 08: Building Confidence

➤ **Xero Advance Bookkeeping 2021**

Module 1: Getting Started

- Setting up Xero
- How to activate Bank Feed on Xero – Task 5 a
- Intro to your tutor and Xero course

Module 2: Setting up of the System

- Virtual Tour of Xero
- Add Busi bank and cash accounts
- Chart of Accounts and conversion balances

Module 3: Customers and Suppliers

- Customer and Supplier
- Create a Project
- Supplier Invoices, Credit Notes, Purchas orders
- Customer Invoices, Credit Notes, Quotes

Module 4: Fixed Assets

- Fixed Assets
- Inventory

Module 5: Bank Payments and Receipts

- Bank Feed
- Bank Payment and Receipts
- Internal Bank Transfer
- Repeating Bill
- Cash Coding

Module 6: Petty Cash

Module 7: Bank Reconciliation

Module 8: Business Credit Card Account

Module 9: Aged Reports

Module 10: Payroll and Journals

Module 11: Vat Return

Module 12: CIS Return

Module 13: Accrual and Prepayment

Module 14: Accrued Income and Deferred Income

Module 15: Depreciation Journal

Module 16: Management Reports



Module 17: Preparation of Budget

Module 18: Preparing Cash Flow

Module 19: Payment Services on Xero

Module 20: Bank Rules

Module 21: Multicurrency on Xero

Module 22: App Marketplace

Module 23: Introduction of Resources available during Covid-19

➤ **Workplace Stress Management**

- Module 01: Defining Stress
- Module 02: Responses of the Nerves
- Module 03: Stress at Workplace
- Module 04: Personality and Stress
- Module 05: Managing Stress at Work
- Module 06: Personal Stress Management
- Module 07: Work-Life Balance

➤ **Talent Management**

- Module One: Understanding Talent Management
- Module Two: Understanding Performance Management and Succession Planning
- Module Three: Creating a Talent Management Plan and Competency-Based Programs
- Module Four: Identifying Talent

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- Module Five: Bring on Bench Strength
 - Module Six: Conducting Talent Assessments to Create a Talent Profile
 - Module Seven: Keeping People Interested
 - Module Eight: Compensation Plans and Development Strategies
 - Module Nine: Reality Check!
 - Module Ten: Evaluating the Plan

➤ **Managing Budgets**

- Module One: The Fundamentals of Finance
- Module Two: The Basics of Budgeting & Parts of a Budget
- Module Three: The Budgeting Process
- Module Four: Budgeting Tips and Tricks & Crunching the Numbers
- Module Five: Budget & Investment Opportunities
- Module Six: Directing the Peerless Data Corporation

➤ **Performance Management**

- Module 01: Understanding Pressure
- Module 02: Understanding How Pressure Affects Our Psychology and Behaviour
- Module 03: The Relationship Between Stress and Performance: The Inverted-U Theory
- Module 04: Strategies to Cope With Pressure
- Module 05: Cognitive Behavioral Therapy (CBT)
- Module 06: Effective Communication Under Pressure: Part 1
- Module 07: Effective Communication Under Pressure: Part 2
- Module 08: Leadership Under Pressure
- Module 09: Team Resilience to Work Under Pressure

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- Module 10: Work Related Stress by HSA (Health and Safety Authority) & HSE (Health and Safety Executive)

➤ **Team Management Advanced Training**

- Module 1: Defining Team
- Module 02: Understanding Management and Leadership
- Module 03: Building High Performing Teams
- Module 04: Motivating Team Members
- Module 05: Talent Management
- Module 06: Stress Management and Mental Health
- Module 07: Succession Planning
- Module 08: Communication Skills
- Module 09: Negotiation Techniques
- Module 10: Managing Change
- Module 11: Managing Time
- Module 12: Managing Conflict
- Module 13: Risk Management Process
- Module 14: Managing Virtual Teams

