

EFFECTIVE OFFICE ADMINISTRATION

US 110021 / NQF Level 4 / 6 credits

An office administrator has the responsibility of ensuring that the administrative activities within an organisation run efficiently. The scope of each role will vary depending upon specific organisational requirements and size.

Universal competencies for the role include good communication skills, the ability to co-ordinate and control people and process, as well as to plan and prioritise effectively. It is also essential for an administrator to appreciate the importance of record keeping and confidentiality.

This course focuses on these specific skills and provides insight into the working environment in relation to people, legislation, policies and procedures, that impact on administration.

WHO SHOULD ATTEND

- Office administrators
- Administrative assistants
- Interns wanting to develop important insights and new skills
- Employees responsible for filing and record keeping
- Receptionists

HOW YOU WILL BENEFIT

- Explore the purpose of essential documentation, such as policies and procedures, that have an impact on carrying out tasks
- Understand the legislation that governs the organisation's practices
- Explore the use of various planning aids including diaries, to do lists, and action plans.
- Learn to prioritise work tasks in order to meet deadlines and commitments to others
- Explore the culture of the organisation and how that influences conduct
- Develop appropriate communication and business etiquette when providing information, requesting information and fulfilling commitments
- Understand the importance of adapting communication styles according to audience – using email, telephone and face to face
- Explore how to minimise conflict or communication difficulties by developing a professional and mature communication style.
- Explore how to promote the company image both internally and externally
- Appreciate the importance of maintaining files and records and how to maintain confidentiality

WHAT WILL BE COVERED

- Planning and organising your own work with planning aids
- Identifying and prioritising routine and unexpected tasks
- Meeting deadlines and the commitment of others
- Conducting tasks with appropriate business etiquette
- Employing appropriate communication methods and styles
- Minimise conflict and addressing communication difficulties
- Storing documentation and records both on and off site

One-day course 08:30 -16:00

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Module 1 Plan and organise own work	Module 2 Establish and maintain working relationships	Module 3 Maintain files and records
<ul style="list-style-type: none"> • Demonstrate knowledge of the business environment with relation to people, legislation, and documentation • Use planning aids and scheduling techniques to improve time management, prioritise work and monitor progress • Identify routine and unexpected tasks and prioritise them according to organisational • Change work plans accordingly where changes in priority occur • Report anticipated difficulties in meeting deadlines promptly to the appropriate person • Ask for assistance where necessary, to meet specific demands and deadlines 	<ul style="list-style-type: none"> • Describe team working, relationship and conflict management, and communication styles in relation to the specific organisational culture and context • Provide information to internal and external customers in line with routine requirements and on-off requests • Meet commitments to others within agreed timescales • Employ communication methods and styles that are appropriate to the individual situation • Acknowledge any communication difficulties and take action to resolve them • Take opportunities to promote the image of the department and organisation to internal and external customers • Strictly adhere to confidentiality and data protection requirements 	<ul style="list-style-type: none"> • Explain information sorting, handling and storage procedures in line with organisational policy • File new documentation and records in the filing system in line with organisational procedures • Monitor item movements and record it where necessary • Store documentation and records and keep it according to organisational and legal requirements • Deal with out of date information in accordance with organisational procedures • Identify opportunities for improving filing systems and bring it to the attention of the appropriate person