



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

# Office Administration Course

## Course Objective

Know the role of personal assistant, receptionist or a administrative role and fundamental skills that will contribute to your success.

Being able to compel suppliers, clients, staff, managers, bosses and just about anyone at any level to help you help them.

## Learning Outcomes

This course will enable you to:

- Improve your telephone skills
- Developing filing systems
- Using electronic filing systems
- Plan and organize work
- Match the type of communication with the appropriate method
- Understand the various administrative systems required by an organisation
- Controlling and evaluating ordering and distribution of office resources
- Handle office documents and a diary with appropriate confidentiality
- Implementing control measures with individuals when needed
- Manage documents efficiently through an effective filing system

## Course Outline

What does it mean to be an Office Administration?

- 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 Stationary in the Office

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