

COURSE OVERVIEW SS0040 Office Administration Skills

Course Title

Office Administration Skills

Course Date/Venue

Session 1: April 20-24, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar

Session 2: September 21-25, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar

(30 PDHs)

Course Reference

SS0040

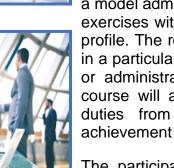
Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.



The participants will understand the office management role as part and parcel of the management function within an organization as a whole. The competencies and characteristics of a model administrator will be highlighted through case studies and exercises with reference to a job specification or job competence profile. The role of an office manager, administrator or supervisor in a particular administrative job, within the technical, professional or administrative field, will be defined and demonstrated. The course will address the office management and administration duties from the perspective of their contribution to, and achievement of the overall organization business goals.



The participants will come to realize the change in the office management role that has taken place over time, and will come to grips with the various office codes that have positioned themselves at the heart of the core job duties such as etiquette and ethics. The course themes will address workflow and time management as key contributors to business efficiency and effectiveness and ultimately productivity. The participants will appreciate the influence of creativity and technology development and application on job performance and personal development. Likewise, the course will enable attendees to establish a link between work pressure and stress as relates to success criteria.



























The importance of communication at all levels and the contribution of healthy interpersonal relationships will be demonstrated through real-life examples. The relationship between individual success through self-development and self-management will be juxtaposed against the job performance indicators. The course delivery approach will adopt various tools and techniques which will enhance learning and ensure the transfer of competence from the classroom to the job environment. The approach will employ interaction, participation, case studies, exercises, videos, role-plays, real-life situations, quizzes, discussions, etc. to bring the learning points home, and ascertain that learning and not teaching have taken place.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a "Certified Administration & Office Managemement Professional"
- Apply and gain an in-depth knowledge on office management and administration
- Identify the management function scope and the components of an office as a workplace
- Practice the office work codes and determine the changing role of the office manager/administrator
- Carryout the systems and procedures and develop communication, presentation techniques and styles
- Employ time management and use business correspondence and business exchange
- Discuss performance management, self-management & development and relations management
- Recognize behavioral analysis and productivity
- Discuss competence assessment and measurement
- Define paradigms and mindset
- Interpret creativity and thinking styles and discuss the concept of total quality

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK**®). The **H-STK**® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations on office management and administration skills for general managers, board members, senior administrators, executive secretaries, personnel specialists, supervisors, technical support staff, officers, assistants and other professionals.























Course Certificate(s)

(1) Internationally recognized Wall Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course. Successful candidate will be certified as a "Certified Administration & Office Managemement Professional". Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-







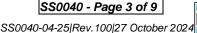






















(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.



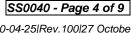
























Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the ANSI/IACET 2018-1 Standard which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET 2018-1 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award 3.0 CEUs (Continuing Education Units) or 30 PDHs (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

British Accreditation Council (BAC) BAC

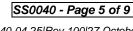
Haward Technology is accredited by the British Accreditation Council for Independent Further and Higher Education as an International Centre. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.





















Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Mike Taylor (Michael Richard Taylor), PhD (on-going), MScLI, MBA, MBL, PgDip, BSc, is a Senior Finance & Management Consultant with over 30 years of extensive experience in the areas of Effective Communication Skills, Advanced Presentation & Communication Skills, Business Communication Etiquette, Effective Presentation & Communication, Advanced Communication Skills at Work, Leadership and Effective Communication Skills, Communication & Influencing, Contract Management, Leadership in Contract Execution, Contract & Risk

Management, Contractor Performance Assessments, Contract Management Procedure, Accounts Payable Automation and Technology, Project Financial Data, Quality Control & Site Inspection, Financial Policies, Governmental & Budget Accounting, Fixed Assets Accounting, Budget Estimation, Financial Statement Analysis, Corporate Finance and Accounts Payable Financial Processes and Procedures, Effective Quality Management System (QMS), QMS Framework, Quality Assurance Standards, QA Audit Process & Techniques, Office Administration, Office Management, Invoice Management, Administration Process, Administration Work Procedures, Facilitation & Leadership Skills, Coaching, Human Resource Development, Psychometric Testing, Career Development & Competence, Succession Planning, Self-Development & Empowerment, Personal Learning Needs Identification, Critical Success Factors (CSFs), Key Performance Indicators (KPIs), Productivity Creativity & Thinking Modes, Human Resource Scorecard Management, Career Laddering, Fast-Track Career Progression Application, Knowledge Management, Customer Management, Leadership Skills, Presentation Skills. Emotional Intelligence. Performance Management, Quality Management, Commercial Strategy, Project Management, Risk Management, Leadership & Business Management, Human Resource Management, Planning, Budgeting & Cost Control, Business Development, Innovation, Sales Strategy and Knowledge & Intangible Asset Assessment Design. Further, he is also well versed in Organization Management & Business Consulting, Data Collection & Information Gathering, Value & Supply Chain Management, Intellectual Property & Innovation Assessments, Logistics & Supply Chain Management, Budgeting & Cost Control and Marketing Management. Mr. Taylor was Appointed as an Executive/Management Development Facilitator wherein he was responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21st century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the Multinational/Corporate Senior Management Consultant, Business Consultant/Facilitator, Business Consultant/Coach, Client Director, International Sales & Business Development Manager, Administration Manager, Regional Sales Manager, Contracts Manager, National Key Accounts Manager, Finance Manager, Quality Manager, Commercial Sales & Marketing Consultant, Communication Specialist, Sales & Marketing Representative, Key Note Speaker and Instructor/Trainer for various international companies such as the Highland Group, Business Development & B2B Consulting, Knowledge-Solution Leadership & Innovation Consulting, DI Management Solutions (BPO), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, Binzagr Company, Lilly Direct/Lennon Generics and Bausch & Lomb.

Mr. Taylor has Master's degree in Leadership & Innovation, Business Administration and Business Leadership as well as a Bachelor's degree in Physical Education and pursuing PhD in Global Governance & Energy Policy. Further, he is a Certified Instructor/Trainer, Certified Internal Verifier/Trainer/Assessor by the Institute of Leadership & Management (ILM) and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences globally.























Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US\$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1:

0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0930	The Management Function Scope
0930 - 0945	Break
0945 - 1100	The Components of an Office as a Work Place
1100 – 1230	Some Office Work Codes Code of Excellence • Code of Ethics • Code of Dress • Code of Etiquette • Code of Safety • Code of Telephone
1230 – 1245	Break
1245 – 1420	The Changing Role of the Office Manager/Administrator Role • Authorities Versus Responsibilities • Technology • Demands e.g.Transparency
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2:

0730 – 0900	Systems & Procedures Work Simplification • Work Flow • Work Load Distribution • Process Improvement /Re-Design • Records Management • Letter Writing • Email Writing
0900 - 0915	Break
0915 – 1100	Communication Components • Levels • Body Language • Multi-Cultural Approach • Feedback Analysis • Assertiveness
1100 – 1230	Presentation Techniques & Styles Audience, Venue, Equipment, Methods, Content, etc.
1230 – 1245	Break



















1245 – 1420	Time Management Techniques & Tools • Goal & Objective Setting
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3:

0730 - 0900	Business Correspondence & Business Exchange: Reports, Letters, Memos,
	Circulars, Bulletins, Minute, etc.
0900 - 0915	Break
0915 – 1100	Performance Management
	Appraisal • Key Performance Indicator • Critical Success Factors
1100 – 1230	Self-management & Development
	Potential Assessment • Development Plans • Tools & Techniques • The Personal
	Profile - SWOT Analysis
1230 – 1245	Break
1245 – 1420	Relations Management
	Customer Care • Negotiation • Grievance Handling • Crisis Handling
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4:

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0730 – 0900	Behavior Analysis Emotional Intelligence • Group Dynamics • Conflict Resolution • Stress
0000 0015	Control
0900 - 0915	Break
0915 – 1100	Productivity Efficiency and Effectiveness • Technology Transfer and Application • The Added-Value Principle
1100 - 1230	Competence Assessment & Measurement
1230 - 1245	Break
1245 - 1420	Paradigms & Mindsets
1420 - 1430	Recap
1430	Lunch & End of Day Four

Day 5:

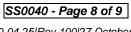
Day o.	
0730 - 0800	Creativity & Thinking Styles
0800 - 0830	The Concept of Total Quality
0830 - 0900	The Adaptation to an Ever- Changing Environment
0900 - 0915	Break
0915 - 0945	A Total Review of Course Themes
0945 - 1015	Summary of Learning Points
1015 - 1145	The Personal Implementation Plan
1145 - 1100	Course Conclusion
1100 - 1200	COMPETENCY EXAM
1200	End of Course





















Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical session



Course Coordinator

Reem Dergham, Tel: +974 4423 1327, Email: reem@haward.org

















