

**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



**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 Management 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 “Howard 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 Management 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.

\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*



Page 1 of 1

**Haward Technology Middle East**

Continuing Professional Development (HTME-CPD)

**CEUs**

**CEU Official Transcript of Records**

**TOR Issuance Date:** 17-Aug-17

**HTME No.** PAR11317

**Participant Name:** Atif Al Harbi

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
SS040	<b>Certified Administration and Office Management</b>	August 13-17, 2017	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date **3.0**

**TRUE COPY**



**Maricel De Guzman**  
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 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 Association 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 is accredited by











P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | Fax: +971 2 3091 716 | E-mail: info@haward.org | Website: www.haward.org

\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*

### 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)

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

#### **Day 2:**

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



1245 – 1420	<b>Time Management</b> Techniques & Tools • Goal & Objective Setting
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3:**

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

**Day 4:**

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

**Day 5:**

0730 – 0800	<b>Creativity &amp; Thinking Styles</b>
0800 – 0830	<b>The Concept of Total Quality</b>
0830 – 0900	<b>The Adaptation to an Ever- Changing Environment</b>
0900 – 0915	Break
0915 – 0945	<b>A Total Review of Course Themes</b>
0945 – 1015	<b>Summary of Learning Points</b>
1015 - 1145	<b>The Personal Implementation Plan</b>
1145 - 1100	<b>Course Conclusion</b>
1100 – 1200	<b>COMPETENCY EXAM</b>
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](mailto:reem@haward.org)