



## Modern Methods in the Management of Front Office

| Date                | Venues       | (\$)Fees | Book your seat               |
|---------------------|--------------|----------|------------------------------|
| 22 Dec -26 Dec 2024 | Kuala Lumpur | 3300     | <a href="#">Register Now</a> |

## Course Overview

This course will concentrate on providing all the skills and techniques needed to run the office systems effectively, while also equipping the ability to self-management and the others around. Designed carefully to enhance existing skills, it will provide a valuable survival kit to deal with every aspect of role when return to work. Will have the know-how and the confidence to create a dynamic and stimulating office environment where systems and people work effectively together to achieve the desired results.

## Course Objective

- The importance of defining and understanding your crucial role as an office manager
- The keys to robust and effective organisation
- How to understand, write and control budgets with ease
- The importance of possessing basic negotiation and influencing skills and how best to apply them in your role
- How to get the outcome you desire through effective win/win communication skills
- How to cram 24 hours into a morning – a masterclass in dynamic time management
- How to manage difficult people, situations and stress in a calm and effective manner

## Who Should Attend?

[or all those who deal with the day to day running of the office, whether managers, office managers, secretaries or administrative staff. The Centre works with people from all sectors including the public sector, voluntary sector, corporate sector and private sector.

## Course Outline

- Defining the Role of the Office Manager
- Logistics - The Art of Effective Planning and Organising
- Essential Negotiation Skills - Doing Win/Win Deals
- Effective Communication - Written and Spoken
- Dealing with Difficult Situation - People and Emotions
- Dealing with Pressure and Stress

## Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities

- Case Studies
- WorkShops
- Games & Role plays



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