

Time Management for Office Professionals

2 Days PPW

OVERVIEW

Capture 'lost hours' with this practical and insightful two-day course.

This highly practical two-day course helps participants develop the self-management and time management techniques to increase their effectiveness. Emphasis is also placed on the importance of developing effective systems and procedures to support their own and their manager's or team's daily activities.

DESIGNED FOR

Suitable for secretaries, personal assistants, administrators and reception staff who are looking to improve their time management and organisational skills in order to manage their own workload effectively and enhance their performance.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Plan and prioritise their workload confidently.
- Implement new systems to eliminate time wastage and enhance their own performance.
- Deal effectively with emails, paperwork, telephone queries and interruptions.
- Plan to meet key deadlines which determine their success and that of their manager or team.

TOPICS COVERED

Time Management Within your Role

- The common problems
- Time management - how it can enhance your performance
- Self-management
- Work/life balance

When there aren't Enough Hours in the Day

- Looking at how you spend your time
- Identifying the activities that steal your time and how to deal with them effectively

Planning, Prioritising and Effective Time Management

- Setting clear goals and objectives
- Your manager's or team's objectives
- Planning ahead versus fire fighting
- Being proactive not reactive
- Important versus urgent tasks
- Handling paper and electronic information
- Telephone and email techniques to save you time
- Systems and procedures

Practical Tools for Organising and Coordinating

- Diaries and planning tools
- Managing daily, weekly and monthly tasks
- Monitoring and recognising your achievements

Effective Communication under Pressure

- The importance of good communication
- How to deal with interruptions
- Managing your manager's and team's expectations of your workload
- How to say no

Personal Development

- Identifying your working style
- Formulating a personal action plan

EXTRA NOTES

Further Development:

Providing Administrative Support for Projects (PAP)

An equivalent course is available in Arabic. Please call us for details.