Dear all,

## RE: [Masterclass in Organization Office Administration](https://bit.ly/2U1rNUa)

## [FineResults Research Services](https://bit.ly/38Amsa7) would like to invite you to high impact training on [Masterclass in Organization Office Administration](https://bit.ly/2U1rNUa) to be held in Nairobi from 06/04/2020 to 10/04/2020

**COURSE PROFILE**

## Course Name: [Masterclass in Organization Office Administration](https://bit.ly/2U1rNUa)

**Date:** 06/04/2020 to 10/04/2020

**Duration: 5 Days**

**Venue: FineResults Research Training Centre, Nairobi, Kenya**

**Cost: USD 800**

**Online Registration**: [REGISTER HERE](https://bit.ly/2WtQpGN)

**INTRODUCTION**

Office administration is a set of day-to-day activities that are related to financial planning, record keeping & billing, personnel, physical distribution and logistics, within an organization. This course is designed to expose participants with office and business skills that will make them shine in their practices. It is ideal for office administrators, receptionist, event co-coordinators and PA's.

**DURATION**

5 Days

**LEARNING OBJECTIVES**

By the end of the training, the participants should be able to;

* Have confident when handling office administration and processes responsibilities
* Master the tools for effectively dealing with all aspects of business administration.

TOPICS TO BE COVERED

**Module 1**

**The Office Manager’s Roles and Responsibilities**

* Manager’s role in an organization and identification of what an organization requires from office administrators
* Administrator/Process Manager role
* The People/HR Manager Role
* The Project Manager Role

**What does it mean to be an Office Administrator?**

* Diversity in the Workplace
* The 4 Personality Types

**Assertiveness**

* What is Assertiveness?
* Analysis of Assertiveness Behaviour
* Benefits of acting assertively;
* Passive Behaviour
* Aggressive Behaviour
* Passive-Aggressive Behaviour
* Assertive Behaviour
* Assertiveness Rights
* Characteristics that assertive people tend to have
* Learning to be more assertive
* Assertiveness Techniques

**Module 2**

**Essential Communication Skills**

* Effective Listening Techniques
* Keys to Effective Listening
* Barriers to Effective Listening
* Effective Verbal Communication Skills
* Barriers to Effective Communication
* Building Empathy
* Transactional Analysis
* Questioning Techniques
* Probing Techniques
* Negotiation Techniques
* Dealing with angry staff members
* Tips for Dealing with your own anger
* Defusing Conflict with staff members

**Module 3**

**Telephone Skills**

* Core Contact Centre Principles
* Building Rapport
* Telephone Management Skills
* Telephone Etiquette
* What you say and what it means
* The Greeting
* Transferring calls and taking messages

**Professional Documents**

* Business Writing
* The 5 C’s of Business Writing
* Email Etiquette
* Report Writing
* Taking Minutes of Meetings
* Writing Comprehensive Agenda’s

**Module 4**

**Managing your Organizational Skills**

* Plan and Organize well
* Develop filing systems
* Using electronic filing systems
* Scheduling and Roster Management tools
* Effective organizational tools
* Master the Art of Delegation
* Time Management, Planning and Prioritizing
* The Action Priority Matrix

**Module 5**

**Sourcing Quality Suppliers**

* Controlling and evaluating ordering and distribution of office resources
* Evaluating supplier offerings
* Clarifying supplier performance contracts
* Monitoring supplier performance against Service-Level Agreement (SLA)
* Building strong relationships with suppliers

**TRAINING CUSTOMIZATION**

This training can also be customized for your institution upon request. You can also have it delivered your preferred location.

For further inquiries, please contact us through Mobile: +254 732 776 700 or Email: training@fineresultsresearch.org

**REQUIREMENTS**

Participants should be reasonably proficient in English. During the trainings, participants should come with their own laptops.

**TRAINING FEE**

The course fee covers the course tuition, training materials, two break refreshments, lunch, and study visits.

**ACCOMMODATION**

Accommodation is arranged upon request. For reservations contact us through Mobile: +254 732 776 700 and +254 759 285 295 or Email: training@fineresultsresearch.org

**PAYMENT**

Payment should be transferred to FineResults Research Limited bank before commencement of training. Send proof of payment through the email: training@fineresultsresearch.org

**CANCELLATION POLICY**

• All requests for cancellations must be received in writing.

• Changes will become effective on the date of written confirmation being received.

 [Visit our website for more details](https://bit.ly/2pzFkWp)

**How to participate**

[Individual Registration](https://bit.ly/2WtQpGN)

**Contact information**

**Email:** training@fineresultsresearch.org

**TEL:** +254 732 776 700 / +254 759 285 295

**Website:** [fineresultsresearch.org/training/](https://bit.ly/2IWjXW8)

**Visit our** [face book page](https://bit.ly/2lOxV36)

**Visit our** [linkedin page](https://bit.ly/38qa4uE)

**Visit our** [twitter account](https://bit.ly/38oZRi7)