



Office Management

PROFESSIONAL DIPLOMA



Course Overview:

This diploma aims at teaching the students the key value-adding skills needed to leverage the greatest advantage out of their essential role. It also aims at increasing their effectiveness significantly by applying the tools, skills & techniques they will be exposed to, and become an asset highly appreciated by their boss and their organization.

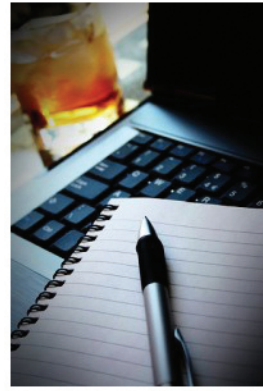
Course Topics:

- Overview and General Duties
- Office Communications
- Professional Development & Human Relations
- Specialized Office Procedures

Course Objective:

On successful completion of this course, student should be able to:

- Develop the qualities needed to be a professional secretary
- Enhance communication and interpersonal skills
- Manage time efficiently and be able to think proactively
- Segregate important tasks and prioritise them;
- Know how to write various types of letters , reports, memos, etc...
- Improve skills in record keeping, organizing meetings;
- Understand the principles of internal & external communication;
- Set up and manage effective filing systems



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Course Content:

CHAPTER 1: OVERVIEW AND GENERAL DUTIES

- Definition of terms
- The Secretary in Organizations Today
- Daily Duties of the Administrative Assistant/ Executive Secretary
- Professional Traits and Qualities

CHAPTER 2: OFFICE COMMUNICATIONS

- Written Correspondence
- Reports
- Oral Communications

CHAPTER 3: PROFESSIONAL DEVELOPMENT & HUMAN RELATIONS

- Time Management And Problem Solving
- Taking time to plan
- Business Ethics and Etiquette

CHAPTER 4: SPECIALIZED OFFICE PROCEDURES

- Meeting planning and Management
- Records Management
- Mailing Documents
- Travel Planning

Textbooks: *Complete Office Handbook* by Leonard Kruk , Joanne Miller , Susan Jaderstrom , Third Edition

Course Details:

Course Duration: 36 Hours

Examination & Certification Accredited:

ACAC for Accredited Certification (USA)

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