

Office Management for UN Staff Conference



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ABOUT THE WORKSHOP:

This programme is designed to give participants the necessary managerial skills to manage an operational office in an effective and efficient manner. This is a highly interactive workshop covering every aspect of office administration and management. It is specifically targeted at office managers, office administrators, personal assistants and employees who are responsible for a variety of office duties, all of which are essential to the smooth running of the department or company as a whole.

THE WORKSHOP MISSION:

On completion of this workshop the participant should have the knowledge and skills to effectively manage an operational office.

THE WORKSHOP OBJECTIVES:

Participants will be assessed on the following specific outcomes:

- Understand financial analysis
- Calculate ratios to measure profitability and resource utilization
- Calculate ratios to measure viability
- Identify growth opportunities through financial results and reporting the results of financial analysis.
- Develop a strategy for the department/division
- Develop action plans for the department/division
- Implement action plans
- Review action plans.
- Identify "touch points" of customers.
- Determine solutions in areas of customer service.
- Action changes or improves areas of customer service.

TRAINING METHODOLOGY:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all **Hundfold Global** training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

WHO SHOULD ATTEND

- Office Managers
- Administration Officers
- Executive Assistants to Senior Managers
- Team leaders
- Supervisors
- Finance Assistants