



Website : www.bcdhb.org

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Managerial & Behavioral Skills for Office Managers

Date	Venues	(\$)Fees	Book your seat
04 May -08 May 2025	Brussels	5200	Register Now

Course Overview

- Learn how to choose positive results And eliminate negatives
- Communication techniques
- Organize your time and work
- Commitments more effectively
- Break through barriers by understanding where they come from and how to overcome them

Course Objective

- Have a series of skills which will enhance productivity.
- Have more positive attitude towards increased responsibility.
- It would act as a refresher to all the organizing skills, which were left behind during the daily firefighting activities.
- To be able to define effective communication and the best way to manage the office.

Who Should Attend?

Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators.

Course Outline

- Office Management
- Desk Management
- Managing the Telephone
- Managing Your Email
- Managing Meetings
- Delegation Skills
- Communication Barriers
- Positive Attitude
- Technology & Modern Office Management
- Effective Time Management
- The Planning Process
- Emotional Intelligence

Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise



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- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays