



أكاديمية الزمالة  
العربية البريطانية



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Arab British Academy Fellowship  
A.B.A.F





# Office management and secretariat

## Objectives

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- Full knowledge of the concept of office management, secretarial and engineering.
- Full knowledge of the new horizons of office engineering and the nature of office activity.
- Proficiency between the executive secretary and other secretaries (public - private - specialized).
- The skills of performing office management tasks required by the work of the offices in the main organizations, ministries, bodies, institutions and companies.
- Stress reduction skills for leaders, ministers, agents, managers and officials.
- Know the rules of etiquette, protocol, communication arts, methods of dealing with VIP and visitor patterns.
- Compare work plans with other organizations with a view to developing and improving them through the development of technical and behavioral skills.
- Full knowledge of the art of dealing with modern technologies and raising the rates of office performance using technology and information systems.
- Organize the office papers so that they can be retrieved only as soon as possible.
- Control of desktop performance.

## Who Should Attend?

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- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

## Seminar Outline

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### DAY 1

- The concept of office management and its relationship with the secretariat.
- What is the nature of office activity?
- Recent trends in office work.
- Foundations of office engineering.



## DAY 2

- Secretaries and their importance and tasks.
- Office Forms - Physical Office Environment - Office Diseases.
- Organization and carrying out of Corporate Events, Organization and carrying out of Corporate Events.
- Administrative communications within the organization and with other organizations
- The art of good listening and modern effective.
- Methods of reducing the pressure of work on leaders, ministers, agents, managers and officials.

## DAY 3

- Engineering of office papers (classification - numbering - engineering).
- The skill of reducing paperwork in offices.
- How to control desktop performance.
- Rules of etiquette, protocol, communication arts, methods of dealing with VIPs and visitor patterns.
- Comprehensive applications on previous topics.

## DAY 4

- Administrative writing, correspondence and memos.
- Preparation and drafting of reports.
- The skill of receiving visitors and organizing the dates of the president.
- Skill handling incoming and outgoing telephone calls.
- Organization and management of meetings and committees.
- Requirements for effective meeting.

## DAY 5

- Organize office information and document archiving.
- Modern techniques and their impact on secretarial work.
- The use of computers in administrative work.
- Evaluation and closing of the program.



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