



PACIFIC MARITIME TRAINING COLLEGE

“Your Training Solution”



MANAGEMENT & SOFT SKILLS TRAINING

Introduction

This intensive administration and office management professional training workshop is aimed at upskilling office administrators in key areas of role awareness, communication and presentation skills.

The administration and office management professional training workshop offers unique techniques for time and stress management. A strong emphasis is placed on practical application and constructive feedback.

The administration and Office Management Professional Training Workshop Program outline is up to date and pertinent to marketplace requirements, thus catering well to all analytical prediction of training needs in specific area. A customized proposal can also be arranged, to suit the training requirements of your team.

Objectives

By the end of this administration and office management professional training workshop, participants will be able to:

- Manage time effectively
- Improve communication skills in the workforce
- Improve customer service skills
- Using the correct skills to lead
- Define and comprehend the role of the office manager/administrator
- List the main causes of stress and apply the techniques essential to control them
- Develop a service attitude and mindset aimed at the internal and external customer
- Improving planning and organization skills
- Problem solving techniques
- Using team building exercises to help improve employee's to work effectively.

Syllabus

1. Leadership Training
2. Basic Secretarial Training
3. Supervisory Training
4. The Role of Office Manager / Administrator Training
5. Effective Communication Training
6. Written Communication Training
7. Customer Service Training
8. Stress Management Techniques Training
9. Managing Time Management
10. Planning and Organizational Training
11. Using the Telephone Correctly Training
12. Team Building Training

Course Outcomes

- All workshop training will be conducted at the Pacific Maritime Training College Premises
- Course Duration is flexible and the contents can be modified to fit any number of days.
- We Offer our clients flexibility to choose date and timing to conduct their courses respectfully.

Teaching and Mode of Delivery

Lecture, visual aids, and practical exercise methods.

Requirements

- Administrators, assistants, executive secretaries, existing or prospective office managers/ senior administrators and supervisors of junior-level employees.
- Candidates must have a good command of the English language

Availability

- Available upon request
- Letter of Confirmation from your employer to participate.
- Minimum of 10 participants per course

Assessment

In addition to a formal written assessment the candidates will be assessed through oral questioning, practical role-play performance and within group interactions.

At the completion of this course, a **CERTIFICATE IN MANAGEMENT AND SOFT SKILL TRAINING** will be issued. Certifying the participant as a management professional.

Training Details and Costs

Duration: 5 Days
Time: 8:00 am to 03:00pm
Venue: PMTC, Konedobu
Course Fees: TBA

For further information, please contact:

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