**Administrative Office Management**

**Course Objectives:**

* Understand the roles and responsibilities of an office manager.
* Examine recruitment procedures.
* Understand effective office policies and procedures (i.e. different methods of filing, their advantages and disadvantages).
* Display a positive image at all times, enhance communication skills and develop assertiveness skills.
* Learn to deal with difficult people, manage upwards, and manage superiors.
* Be aware of, and deal with, health, safety and environmental issues at work.

**Course Outlines:**

* Roles and Responsibilities of Administrative Office Manager.
* Examining Company Structures & Organization Charts.
* Recruitment and Selection.
* Office Administration.
* Filing and Organizing.
* Health and Safety Policies and Procedures.
* Managing People, Delegation and Supervision Techniques.
* Dealing With Difficult People and Situations.
* Organizational Ethics.

**Who Should Attend?**

* Office managers, executive assistants or any staff responsible for the planning and organizing of an office environment.

**Duration:** 4 Days

**For more information:**

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