



THREE-DAY UNIVERSITY SHORT COURSE ON:

## **OFFICE MANAGEMENT**

(NQF Level 5, 4 Proposed Credits)

### **COURSE OBJECTIVES:**

This course is specifically developed for employees working in an office and administration environment. The course offers “must-have” skills necessary for optimising your office and management capacity. Recent attempts to identify key managerial skills have centered on the notion of managerial competence. This course is mainly an orientation course and is therefore an overview of the most important managerial issues on operation level in a public sector office environment. This course is aimed at Office Managers and Administrators, Personal Assistants & Secretaries, Clerks and Office Assistants.

### **COURSE CONTENT/ OUTLINE:**

#### **CREATING A WORK ETHOS**

- Public service values and work ethics
- Professionalism and the Batho Pele principles
- Human dignity and basic human rights
- Establish a Code of Conduct for your office

#### **HUMAN RESOURCE MANAGEMENT AND TEAM-BUILDING**

- Team-building dynamics (esprit de corps)
- Leading and motivating your team
- Managing change and diversity
- Recruitment and selection
- Health and safety issues: Dealing with AIDS
- Basic training interventions
- Applying performance management
- Disciplinary and grievance procedures

#### **FINANCIAL AND PROCUREMENT & LOGISTICS MANAGEMENT**

- Public Finance Management Act 1 of 1999
- Office systems and mechanisms
- Improving service delivery
- Transforming policies and strategic objectives into projects
- Developing service delivery indicators

#### **SELF MANAGEMENT**

- Time management
- Setting priorities
- Stress management
- Decision-making skills

#### **COMMUNICATION AND NEGOTIATION SKILLS**

- Negotiation principles
- Basic information management
- Office information technology

**COURSE OUTCOMES:** After completing this course, you should have knowledge and a clear understanding to equip yourself with the following competencies and skills:

- ✓ The skill to create a work ethos in your office
- ✓ An appreciation of human resource management and team-building dynamics
- ✓ Skills to communicate and negotiate effectively and to apply information technology
- ✓ An appreciation of financial, procurement and stock management



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- ✓ The ability to improve service delivery through the application of project management principles
- ✓ The skill to manage yourself in terms of personal time management, stress management and effective decision-making