

# OFFICE ADMINISTRATION SKILLS PROGRAM

AVAILABLE FOR OFFLINE & ONLINE



Administration  
and Customer  
Service  
Series

## OVERVIEW

Conflicts and stress are inevitable aspects of life, occurring both in the workplace and in personal settings. These issues often arise from differing needs and expectations among customers, peers, colleagues, supervisors, subordinates, friends, and family members. This repeated request program aims to provide guidelines for participants to help prevent and manage stress and conflicts, ultimately reducing the negative impact these challenges can have on their lives.

Key goals of the program include:

1. Understanding Conflict: Identify the sources and types of conflicts that can arise in various relationships.
2. Stress Management: Equip participants with techniques to manage stress effectively, promoting overall well-being.
3. Conflict Resolution: Provide strategies for resolving conflicts constructively, fostering healthier relationships.
4. Practical Tools: Offer practical tools and techniques to navigate challenging situations, both at work and in personal life.

By participating in this program, individuals will learn to better handle conflicts and stress, leading to improved interactions and a more harmonious environment.

## WHO SHOULD ATTEND?

- **Interactive Learning:** Participants engage in discussions, fostering a collaborative learning environment.
- **Case Studies:** Real-world scenarios are used to illustrate key concepts and facilitate practical application.
- **Games and Activities:** Engaging games and exercises are incorporated to enhance learning through hands-on experience.
- **Discussion Exercises:** Group discussions encourage participants to explore topics in depth and share insights.
- **Video Training:** Video materials are utilized to present information in an engaging and accessible format.

## OBJECTIVE

**Develop Effective Office Administration Skills:** Learn the components necessary for successful office administration to handle tasks efficiently.

**Avoid and Prevent Stress:** Apply strategies to prevent stress from controlling your actions and reactions.

**Utilize Time Management Techniques:** Use tools like the Time Matrix and the Art of Questioning to enhance multi-tasking and work completion.

**Enhance Positivity and Meaningfulness:** Cultivate a more positive outlook in both personal and professional life for a more fulfilling experience.

**Solve Problems Professionally:** Learn effective methods for addressing problems in a workplace setting.

**Collaborate and Participate in Team Projects:** Work effectively in teams and contribute positively to project completion.