# WEBINAR: Effective Office Administration



## **Overview**

Administrators are vital to the smooth running of any organization and play a key role in contributing to the performance of their teams and departments. Their effectiveness has a direct influence on the productivity and efficiency of others and often determines the quality of service provided to internal and external customers.

This seminar has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

# **Objectives**

- Understand the core responsibilities of office professionals
- Identify, review and update the basic administrative systems required by an organization
- Understanding the importance of dealing with confidential documents and issues
- Understand how to deal with incoming mail and tasks and how to refer tasks to the right people
- Confidently tackle the various methods of filing
- Describe the importance of optimizing technology e.g. email and the internet
- Develop policies and procedures on administrative systems and write them into a manual

# Who Should Participate

 This practical and highly interactive seminar is ideal for all people who have the responsibility of developing administrative procedures to make the administrative component of the organization more effective and efficient and so aid the organization in attaining its mission, vision and objectives.

# **Key Topics**

- I. Office Administration
- II. 7 Practices of Highly Effective Organizations
- III. Filing System
- IV. Human Resource Management Function
- V. Financial and Accounting Function
- VI. Requirements
- Accountability
- Transparency
- Predictability
- Participation

VII. Computer-Based Information System

VIII. Information System vs Information Technology

IX. Information Systems Development

- Investigation
- Analysis
- Design
- Implementation
- Maintenance and Review

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#### **Duration**

3 hours

#### Webinar Fee

 Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

### Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

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