



Course Name

# DYNAMIC OFFICE ADMINISTRATION, EFFICIENCY & DOCUMENT RECORDS MANAGEMENT

The course involves a mix of self-assessment tools, showcases of computer applications, brief presentations by the consultant and participants on course related topics, and videos to enhance learning and real-life implementation



Reach New Heights | Training & Consulting  
An ISO 14001:2015 ISO 9001:2015 Certified Company



[BOOSTUAE.COM](http://BOOSTUAE.COM)  
[BLOG.BOOSTUAE.COM](http://BLOG.BOOSTUAE.COM)



+971 2 449 6000  
+971 50 412 3294  
[info@boostuae.com](mailto:info@boostuae.com)



Duration:  
**Ten Days**



Location:  
**TBD**



Date:  
**TBD**





# Few Words About Boost

Our solutions are fully customized and designed based on the needs of our clients

BASED IN ABU DHABI  
**SINCE 2001**  
WE HAVE A PROVEN TRACK



## VISION

"The only thing worse than being blind is having sight but no vision".

To be recognized as the partners' first choice in the field of Learning and Development locally and globally



## MISSION

Enable our partners achieving their objectives

by designing innovative learning and development solutions which will boost people performance and business results as well.



## VALUES

Driven by five core values which will form the basis for every decision...

- ✓ Result Orientation
- ✓ Partners' Success
- ✓ Passion
- ✓ Commitment
- ✓ Innovation

## Why Us?

- |   |   |                                     |
|---|---|-------------------------------------|
| <b>01</b> Interactive Engaging Courses    | <b>04</b> Global Training Centers               | <b>07</b> Advanced Reporting System |
| <b>02</b> Recognized Certificates         | <b>05</b> In-House & Customized Courses         |                                     |
| <b>03</b> Wide Range Of Training Subjects | <b>06</b> Internationally Certified Instructors |                                     |



**10,000 People Trained a Year, with 98% Satisfaction Rating**

Our talented team of international instructors have exceptional credentials complemented by practical, real-world experience.

## SUSTAINABLE SUCCESS

Ever since the firm was founded, Excellence, in one form or another, was part of its credo. The prospect of doing a good job might help a company climb the success ladder but it won't keep the company 'up there'.



**American Welding Society**  
EDUCATIONAL INSTITUTION MEMBER





# COURSE INTRODUCTION

DYNAMIC OFFICE ADMINISTRATION, EFFICIENCY & DOCUMENT RECORDS MANAGEMENT



Duration:

**Ten Days**



Location:

**TBD**



Date:

**TBD**

The course will focus on specific organizational skills such as arranging meetings, minute-taking, and travel/event management. Also integral to a well-functioning office are interpersonal skills which help to ensure cohesiveness between work colleagues. This course will also convey practical methods for identifying and developing the systems of records management and document control that an organization needs. By the end, each participant will have a plan of action as well as the necessary skills to assist with the development and implementation of an appropriate program for managing their organization's documents, records and information.

## OBJECTIVES

- ✓ Provide high standards of modern office practices and methods.
- ✓ Enhance managerial capabilities and career growth.
- ✓ Manage the work environment to fulfill both organizational success and individual performance.
- ✓ Communicate effectively, handling challenges and duties professionally with confidence.
- ✓ Develop a records management program to enhance the value of the organization's information and reduce risk and cost.
- ✓ Develop document control methods to identify, secure, protect, and retain critical information.
- ✓ Apply regulations and standards to the management of information for compliance.
- ✓ Identify risks associated with poor management of information to reduce penalties and costs.
- ✓ Develop an information asset register to identify critical information within their organization.

## TRAINING METHODOLOGY

This course is highly interactive and utilizes methodology including group discussions, case studies, videos, participant presentations and problem-solving scenarios. The course involves a mix of self-assessment tools, showcases of computer applications, brief presentations by the consultant and participants on course related topics, and videos to enhance learning and real-life implementation





# Course Outline

DYNAMIC OFFICE ADMINISTRATION, EFFICIENCY & DOCUMENT RECORDS MANAGEMENT



Duration:  
**Ten Days**



Location:  
**TBD**



Date:  
**TBD**

## DAY 01

### OFFICE ORGANISATION

- ✓ Practical solution-focused management skills.
- ✓ How to support good workflow in the office for employee productivity.
- ✓ How to manage the day-to-day running of the office.
- ✓ Dealing with suppliers and developing good buying relationships.

## DAY 02

### ARRANGING MEETINGS AND TAKING MINUTES

- ✓ Best practice for handling meetings.
- ✓ The role of teams and team building.
- ✓ Taking accurate minutes and following up
- ✓ Arranging the environment for the best meeting atmosphere.

## DAY 03

### EVENT MANAGEMENT

- ✓ Planning, arranging, and monitoring events.
- ✓ Coordination and facilitation skills.
- ✓ How to manage different suppliers to deliver a successful event.
- ✓ Managing on time and on budget.

## DAY 04

### VERBAL COMMUNICATION SKILLS

- ✓ How to communicate clearly and concisely.
- ✓ How to express ideas and core objectives to diverse audiences.
- ✓ Communicating with a confident voice.

### WRITTEN COMMUNICATION SKILLS

- ✓ Report writing, structure, theme, and executive summary.
- ✓ Aiming reports to different stakeholders.
- ✓ Email communication best practice.
- ✓ Letter writing skills.

## DAY 05

### TEAM-WORKING

- ✓ Creating winning teams, key roles, and team dynamics.
- ✓ How to motivate staff and ensure results.
- ✓ How to create interventions for team conflicts and problems.
- ✓ The pitfalls of underperforming teams and how to realign them.





# Course Outline

DYNAMIC OFFICE ADMINISTRATION, EFFICIENCY & DOCUMENT RECORDS MANAGEMENT



Duration:  
**Ten Days**



Location:  
**TBD**



Date:  
**TBD**

## DAY 06

### TIME AND STRESS MANAGEMENT

- ✓ Emotional intelligence vs. Intelligence Quotient (IQ).
- ✓ The psychology of well-being and performance.
- ✓ How to deal with pressure and stress in the workplace.
- ✓ How to encourage high performance without creating stress.

## DAY 07

### PRESENTATION SKILLS

- ✓ Delivering professional and memorable presentations.
- ✓ How to write a speech for conferences and events.
- ✓ Proven public speaking tips and techniques for charismatic presentations.
- ✓ Managing nerves and overcoming fear of public speaking.

### TRAVEL MANAGEMENT

- ✓ Making travel arrangements (i.e. arranging flights, accommodation, visas).
- ✓ Managing timelines and preparing contingencies.
- ✓ Negotiation with suppliers and getting the best quotes.
- ✓ Researching the best routes for a journey both locally and internationally.

## DAY 08

### THE PRINCIPLES OF MANAGING INFORMATION

- ✓ The organization: How your information is managed today.
- ✓ Definitions: Understanding what the information terms mean.
- ✓ Document control and records management: Similarities and differences.
- ✓ Your organization
  - Identifying its type
  - Identifying its staff
  - Identifying its information
- ✓ Defining information goals for the organization
  - How to achieve information goals

## DAY 09

### DOCUMENT CONTROL AND RECORDS MANAGEMENT PROGRAM DEVELOPMENT PROCESS

- ✓ Business case
  - Defining the purpose
  - What to include
  - Objectives of the case





# Course Outline

DYNAMIC OFFICE ADMINISTRATION, EFFICIENCY & DOCUMENT RECORDS MANAGEMENT



Duration:  
**Ten Days**



Location:  
**TBD**



Date:  
**TBD**

## ✓ Records review

- Identification of documents and records.
- Critical information, documents, and records.
- Electronic and physical formats
- Storing records.

## **DAY 10**

### **CHARACTERISTICS OF A DOCUMENT CONTROL AND RECORDS MANAGEMENT PROGRAM**

- ✓ File plans
- ✓ Retention and disposition
- ✓ Retention and disposition
- ✓ Retention and disposition
- ✓ People, responsibilities, and information awareness
- ✓ Planning and action
  - Information management strategy
  - Risk and recovery: disaster prevention and continuity planning
  - Education program
  - Creating an action plan





Course Name  
**DYNAMIC OFFICE ADMINISTRATION, EFFICIENCY &  
DOCUMENT RECORDS MANAGEMENT**

THANK YOU

For any clarification or information. Please do not hesitate to contact us

Phone: + 971 2 449 6000 / +971 50 412 3294

Email: [info@boostuae.com](mailto:info@boostuae.com)



Follow us on social media and get  
offers and discounts ...

