

# EFFECTIVE OFFICE ADMINISTRATION

## The Skills to Stay Organised, Professional, and Efficient

US 110021 / NQF Level 4 / 6 Credits

Office administrators are the backbone of an efficient organisation - ensuring that systems, processes, and communication flow smoothly. Whether co-ordinating schedules, maintaining records, or managing workplace interactions, a skilled administrator keeps everything running seamlessly.

This course equips you with practical tools to plan effectively, communicate confidently, and maintain accurate records - ensuring you stay in control of your responsibilities while contributing to a well-run office and a positive workplace culture. By mastering these essential skills, you will enhance your efficiency, build confidence in your role, and create a smoother, more organised work environment.

### **WHO SHOULD ATTEND**

- Office administrators and administrative assistants looking to enhance their skills
- Receptionists and frontline staff responsible for communication and co-ordination
- Employees handling filing and record-keeping who want to improve organisation
- Interns and early-career professionals seeking key administrative insights

### **HOW YOU WILL BENEFIT**

- Develop confidence in planning, prioritising, and managing daily administrative tasks
- Improve communication and business etiquette across emails, phone calls, and face-to-face interactions
- Gain insight into company policies, procedures, and essential documentation
- Understand how to maintain accurate records while ensuring confidentiality
- Strengthen your ability to manage time, meet deadlines, and support organisational goals

One-day course 08:30 - 16:00

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## **WHAT WILL BE COVERED**

### **Understanding policies, procedures, and compliance**

- The role and purpose of key documents, including policies and procedures
- Understanding legislation that impacts administrative responsibilities

### **Planning and organising work**

- Using planning aids (diaries, to-do lists, and action plans) for efficiency
- Identifying and prioritising routine and unexpected tasks
- Managing deadlines and ensuring commitments to others are met

### **Professional communication and business etiquette**

- Understanding how organisational culture influences workplace conduct
- Developing polished communication skills for email, phone, and in-person interactions
- Adapting communication styles to suit different audiences and situations
- Minimising conflict and communication difficulties through professional and mature interactions
- Representing the company's image positively both internally and externally

### **Maintaining files and records**

- Best practices for organising, storing, and retrieving documentation
- Ensuring confidentiality and security when handling records