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Office Management:
A Productivity and Effectiveness Guide (Revised Edition)

Course Specifications

Course Number: CCT–021_rev4.0
Course Length: Self-study or classroom training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

A concise guide to effective office management. Topics include how to plan, organize, and establish controls for better results. Exercises and case studies cover leadership in the office, building performance measurement, coaching and counseling skills, and more.

Course Objective: The learning objectives for Office Management are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The Objectives of this book are:

- To explain the role of an office manager
- To discuss personnel relationships
- To present leadership and human relations skills
- To give tips about handling special situations

Course Content

Part 1: Roles and Responsibilities

What Is Your Role?
What Are Your Responsibilities?
What Is Your Work Vision?
Becoming an Effective Planner
A System of Plans
Goal Setting
Keep the Work Flowing
Time Management = Productive Work Habits
Watch Out for Time Crime

Part 2: Setting Office Guidelines and Procedures

    Effective Guidelines and Procedures for the Office
    Required Bulletin Board Notices
    Office Expense Accounts
    Dress Code
    Attendance
    Work Rules
    Preventing Sexual Harassment

Part 3: Staffing the Office

    Key Responsibilities in Staffing
    EEO Guidelines for Office Managers
    Promoting Diversity to Improve Morale and Productivity
    Writing Job Descriptions
    Interviewing Potential Employees
    Effective Employee Orientation
    Steps for On-the-Job Training
    Coaching and Counseling
    Improving Productivity
    Evaluating Employee Performance
    Eight Steps to More Effective Performance Appraisals
    Appraisal Pitfalls to Avoid
    Discussing Unsatisfactory Performance
    Handling Poor Performance
    Terminating Employees

Part 4: Your Leadership Effectiveness

    Communicating for Results
    Listening Actively
    Listening Tips
    Communication Tips
    Giving and Receiving Feedback
    Making the Most of Phone Conversations
    Building Successful Teams
    Conducting Effective Meetings
    Decision Making and Leadership
    Creating Win-Win Negotiations
    Managing Conflict in the Workplace
    Dealing with Difficult People
    Managing Change

Part 5: The Importance of Good Customer Relations

    Everybody Is a Customer
    Understanding Customer Needs
    Creating a Customer-First Environment
    Complaint-Solving Model
    Professional Development Review