

# OFFICE PROCEDURES



**Course Objective:** In this course, students will learn how to handle mail and telephone calls, file information, and plan business trips. Students learn what office equipment they should know how to use and how to maintain office supply needs. How to communicate effectively, be a team player, and encourage cooperation when they do not have formal authority over others is also covered. The importance of projecting a professional image, dressing professionally, and practicing effective conflict resolution when dealing with difficult people is covered. Students will also learn how to make office politics a positive tool, build strong business relationships, and manage temporary staff effectively. In addition, students will learn how to work effectively with their supervisor, work well with multiple supervisors, and manage the office when the supervisor is absent. Finally, students will learn to effectively perform basic telephone skills while conveying a positive, professional image. Students will learn to use technology to increase their efficiency. This course stresses the importance of politeness and identifies the service that callers expect over the phone. Dealing with difficult calls and complaints is also covered.

Title/Unit	Topics
<b>Unit-1</b> Meeting Your Job's Demands	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding Your Responsibilities</li> <li>• Filing Information</li> <li>• Handling Telephone Calls</li> <li>• Planning Meetings and Business Trips</li> </ul>
<b>Unit-2</b> Managing Office Supplies and Equipment	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding Office Equipment</li> <li>• Maintaining Office Supplies and Equipment</li> </ul>
<b>Unit-3</b> Ensuring Communication and Confidentiality	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Communicating in the Office</li> <li>• Writing Effective Documents</li> <li>• Ensuring Privacy and Security</li> </ul>
<b>Unit-4</b> Developing Your Soft Skills	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Communicating with Others</li> <li>• Maximizing Your Leadership Skills</li> </ul>
<b>Unit 5</b> Enhancing Your Professional Image	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Projecting a Professional Image</li> <li>• Dressing Professionally</li> <li>• Practicing Effective Conflict Resolution</li> </ul>
<b>Unit 6</b> Overcoming Challenges	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Managing Change</li> <li>• Empowering Yourself</li> </ul>
<b>Unit 7</b> Handling the Office Environment	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding Office Politics</li> <li>• Building Strong Business Relationships</li> <li>• Managing Temporary Staff</li> </ul>
<b>Unit 8</b> Keeping a Positive Attitude	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Managing Stress</li> <li>• Developing a Positive Attitude</li> </ul>
<b>Unit 9</b> Keeping a Positive Attitude	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Managing Stress</li> <li>• Developing a Positive Attitude</li> </ul>
<b>Unit 10</b> Maximizing Your Performance	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Working with Your Supervisor</li> <li>• Managing Multiple Supervisors</li> <li>• Handling Your Supervisor's Absence</li> </ul>
<b>Unit 11</b> Maximizing Your Performance	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Working with Your Supervisor</li> <li>• Managing Multiple Supervisors</li> <li>• Handling Your Supervisor's Absence</li> </ul>
<b>Unit 12</b> Identifying Basic Telephone Skills	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Identifying Basic Telephone Skills</li> <li>• Conveying a Positive Image</li> <li>• Using a Professional Voice</li> <li>• Providing Feedback</li> <li>• Understanding Body Language</li> </ul>
<b>Unit 13</b> Beneficial Skills and Technology	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Using Telephone Skills Effectively</li> <li>• Optimizing Efficiency through Technology</li> </ul>
Unit 14 Physical Space and Resources	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Arranging the Physical Workspace</li> <li>• Identifying and Using Resources</li> </ul>

## What is Included

We are committed to providing quality training and support. Our training includes the following:

- **One Year Access-** All trainees will have 1year 24/7 access to training portal
- **Textbook(s) and authors:** Access to the online certification reference manuals
- **E-Reference Library-** One year 24/7 access to E-Reference library. This library will allow trainees to have access to additional reading books and materials in a variety of subject matters.
- **Exercises:** A series of exercises that will assess your comprehension and application of the principles covered in the course. Once you answer the assignment questions, you may compare your answers to the answer key and review any incorrect question subjects.
- **Lesson Quizzes/Tests:** Upon completion of each lesson and exercises, there is a lesson Quiz. These quizzes will assess your comprehension of the concepts covered within the lesson presentations. The grade achieved on these quizzes will be saved in your training portal so that you can track your progress as you take the course.
- **Final Exam:** Upon completion of all the activities in the course, there is a final exam. The exam will focus on all the material covered throughout the course, including reading assignments. The results achieved on the final exam will be saved in the grade section of your training portal for your review.
- **Exam Prep** To test your knowledge on the skills and competencies being measured by the vendor certification exam. Test Prep can be taken in either Study or Certification mode.
  - **Study Mode** is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented.
  - **Certification Mode** is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
- **Technical Support** You will also have access to Instructional and Technical Support. Support may be reached as follows:
  - **Chat:** clicking the icon in the online classroom entitled, 'Connect with Support.' A help desk specialist is available Monday-Saturday via instantaneous chat mode.
    - o Monday-Thursday 8am-11pm
    - o Friday 8am-6pm
    - o Saturday 11am-6pm
  - **E-Mail:** During those hours when online support is not available, instructional support will contact you within 24 business hours.

**Call for a Complementary Cert Coaching Session 866-700-3636**