



LIVE SEMINAR

The Indispensable Office Manager



THIS SEMINAR AT A GLANCE:

- Master a wealth of new techniques for handling the diverse needs of multiple bosses
- Learn the project management skills necessary to see complex projects through from beginning to end
- Revise office processes and procedures so they are streamlined, flexible and efficient
- Gain accounting skills to devise an accurate budget, track purchases and expenditures and monitor supplies
- Boost your communication skills, especially your ability to listen, mediate conflicts and deal with difficult personalities

The Indispensable Office Manager

SEMINAR SUMMARY



The “Unsung Heroes” of Corporate America

As an office manager, you are responsible for everything from authorizing purchases and paying the bills to managing projects, deadlines and priorities, mediating conflicts and being the go-to expert for all questions, problems and office crises. You are the behind-the-scenes person who keeps your entire office running like clockwork.

Who will benefit:

Whether you are a newer office manager, an administrative professional, a small business owner or a seasoned office manager, this seminar is the perfect one-day overview of essential tools, strategies and techniques you can put to use as soon as you return to the office.

Key Learning Point: Support Multiple Bosses

- Discover the new tools and strategies for handling the unique needs of multiple bosses.

Hone Your Project Management Skills

- Gain the skills necessary to analyze a project’s cycle, develop a project timeline, assign tasks, keep participants on track and always be prepared for plan B!

Manage Multiple Tasks, Priorities and Deadlines with Ease

- Learn how to rank projects and tasks, utilize planning and organizational skills for maximum effect and meet tight deadlines with room to spare!

Work to Improve Office Efficiency

- Learn critical skills to make sure your ideas are communicated effectively and get others to take action.

Money Matters: Accounting, Purchasing, Payroll

- Learn to track purchases and payments, maintain an office budget and handle monetary matters with confidence!

PROGRAM AGENDA

Office Management 101

- Your role as office manager — what to expect and what is expected of you
- Create your vision and encourage others to accept and embrace it
- Rules every office manager must know to be successful
- How to establish your credibility with coworkers and upper management

Office Policies and Procedures

- Policies vs. procedures
- How to determine if your office needs to publish a policy and procedure manual
- How to effectively implement office guidelines so that everyone is on the same page
- The risk of poorly written policies and procedures
- Bulletin boards and notices: making sure you meet posting requirements

How to Manage Multiple Tasks, Priorities and Deadlines

- The myth of “organized chaos”
- Create a filing system that works for you
- What not to do on your to-do list
- What to do first when everything is a priority
- How to set goals that are measurable, attainable and results-focused

- When, what and how to delegate for minimum stress and optimal results
- Tips and tools to stay in control when you feel yourself slipping

Dealing with Difficult Personalities, Defusing Conflicts and More

- 10 things to remember when dealing with difficult people
- The differences between internal and external complaints and the best ways to handle each
- Dealing with difficult personalities, negative attitudes and poor workplace behavior
- How to manage conflict without causing defensiveness or resentment
- Learn to accept and adapt to change with strength and confidence
- How to keep your emotions in check when trying to cool a heated situation
- Why listening is your greatest communication tool when dealing with difficult people

Taking Care of Business: Accounting, Payroll, Billing, Purchasing

- Basic accounting concepts to help you handle:
 - Office expenditures
 - Developing a budget
 - Billing and purchasing
 - Payroll rules and regulations
- Environmental concerns: how to create a leaner, “greener” office and still operate at optimum efficiency



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