

YWCA Toronto

PROFESSIONAL OFFICE ADMINISTRATION SERIES

Current Business Workshops for Women

Professional Office Administration is an in-class, instructor-led, five-day program for women interested in clerical and administrative related careers. The modules focus on developing the essential skills needed for working in a business environment:

- Verbal Communication
- Written Communication in the workplace
- Data Management and Record Keeping
- Office Protocol and Business Etiquette
- Preparing, Organizing Meetings and Making Travel Arrangements

It is a series of quick and affordable workshops intended to bridge the gap for those who want to know more about Canadian office practices and etiquette.

By the end of this program you will,

- Have a better understanding of professional business practices
- Learn basic skills in communication and office protocols
- Assess your skill level in a variety of office work practices
- Learn current and necessary administrative skills
- Improve your interpersonal and communication skills
- Benefit from dynamic and interactive learning environment

Course Value: \$350

Free training to those who qualify. Call for details.

Location: 3090 Kingston Road, 3rd Floor, Scarborough, ON

Contact Us

YWCA Toronto Skills Development Centre

T 416.269.0091 x231 **F** 416.269.0114 **E** ywcatrainingcentre@ywcatoronto.org

W ywcatoronto.org/employment



Our clients say...

"I developed my interpersonal skills and learned how to arrange meetings and business trips."

"Through this program I learned how to compose professional business letters."

"I wouldn't change anything in this program as it was very informative and beneficial."



A TURNING POINT
FOR WOMEN



PROFESSIONAL OFFICE ADMINISTRATION SERIES

5 DAYS COURSE OUTLINE

Day 1 – Verbal Communication

- General rules for in person business greetings and introductions, including body language and vocabulary
- General Telephone Etiquette including screening calls and recording messages
- Handling difficult customers – theory and practice
- Tips and Suggestions to improving listening skills

Day 2 – Written Communication in the workplace

- How to prepare various business correspondence – letters, memoranda
- Styles and format of business writing – basic letter writing principles; punctuation and codes; letters for signature
- How to read and fill various forms – invoices, order forms and shipping documents
- Procedures for handling and processing incoming and outgoing mail

Day 3 – Data Management and Record Keeping

- Importance of Data Management and Record Keeping
- Types of filing systems – alpha, numeric, geographic, etc.
- Functions of a file room
- Management of active and inactive records
- Purging and shredding files

Day 4 – Office Protocol and Business Etiquette

- How to set up and organize your work station
- Ordering and managing Office supplies
- How to effectively use a day timer, manage time and improve workplace performance
- Planning and scheduling
- Interpersonal skills required for the office
- Workplace etiquette
- Confirming and clarifying instructions
- Tips and tools to general business protocol

Day 5 – Preparing, Organizing Meetings and Making Travel Arrangements

- Preparations for formal and informal meetings and conferences including agenda, notices, resources, assembling supplies and reserving boardroom etc.
- Recording and preparing minutes of meetings
- Follow-up of meetings and conferences
- Arranging and participating in teleconferencing and team meetings
- Arranging and organizing travel arrangements
- Preparing itineraries, travel advance and expense vouchers