



NPO 009-577

Office Management for Library Assistants

Duration: 3 days

Focus: This workshop focuses on the dynamics of office administration in the public sector.

Aim: Equipping the participants with effective and practical administration skills, which will help them to manage across functions and sharpen their priority and organising skills.

Understanding the importance of professional communication in the work environment.

Improving the overall image that is presented at work.

Focussing on “streamlining” the individuals work-stations and overall productivity.

Workshop outline: The following areas will be covered:

- Professional communication skills:
 - The changing face of business – office professionals taking charge of more and more ‘office management’ responsibilities
 - Your role & responsibilities within the overall mission of public service delivery
 - Components of professional image – both yourself and your work environment
 - The key role of communication in developing strong work relationships with internal and external stakeholders and clients
 - Apply Batho Pele Principles to your role as an “Office Professional”
 - Identifying your individual communication strengths and weaknesses
 - The role that body language plays in the communication process
 - Assert yourself to build productive workplace relations
 - The difference between taking control and being aggressive



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- Telephone etiquette:
 - What is meant by telephone etiquette?
 - Assessing and improving your telephone voice
 - Professional answering and transferring of phone calls
 - Do's and don'ts when dealing with people via telephone
 - How to come across helpful and professional
 - How to 'screen' calls or get needed information without insulting callers
 - Dealing confidently with irate callers
 - Proactive complaint handling
 - Closing the call on a positive note
 - Keeping promises
- Resolve workplace conflict and confrontations:
 - Recognise and assess various causes of conflict – along with the thinking, behaviour and feelings that can escalate it
 - Adopt assertive communication techniques to mediate and defuse conflict before it gets out of control
 - Active listening, probing questioning, and consensus-building
 - Looking at ways of dealing with different difficult situations and people
- Time Management, Email Etiquette, Prioritising and organising your day and your desk:
 - Understanding the importance of managing your time productively
 - Investigate the use of your time and pinpoint timewasters
 - Taking time to plan and prioritise your workload
 - How to deal with urgent vs important and how to manage timewasters
 - Dealing with interruptions
 - Prioritising emails – organising and dealing with emails
 - Email Etiquette – do's and don'ts
 - To-do lists that work
 - Using checklists and practical problem-solving and decision-making techniques if things do go wrong
 - The importance of filing systems – being the resource with information available at your fingertips
 - Maintaining a logical and structured filing system for your office management responsibilities



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LIBRARY AND INFORMATION ASSOCIATION OF SOUTH AFRICA

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- Tried & Tested Agenda Preparation & Minute-Taking Techniques:
 - Pre-meeting agenda preparation and the overall aim of taking minutes
 - Practising active listening skills in the various meetings
 - Your role in meetings
 - Using “tools” to assist you in taking minutes
 - Using different structures and formats effectively
 - Creating action plans effectively
 - Professional layout tips and self-editing for maximum clarity

Customisation: Allowed to suit the needs of the library

For more information contact Annamarie Goosen on manager@liasa.org.za or 012 324 6096.