

Administrative Office Procedures

Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well-run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

At the end of this workshop, participants should be able to:

- Organize a binder
- Develop procedures
- Prepare checklists
- Understand succession planning
- Collect the correct tools

Course Outline

- Why Your Office Needs Administrative Procedures
- Gathering the Right Tools
- Identifying Procedures to Include
- Top Five Procedures to Record
- What to Include in Your Binder
- Organizing Your Binder
- What Not to Include in the Procedure Guide
- Share Office Procedure Guide
- Successfully Executing the Guide

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2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations