

A new CareerTrack workshop
coming soon to your area!

The Indispensable

OFFICE MANAGER

Gain critical skills for managing multiple priorities, defusing tense situations and improving efficiency in your office

In just one intensive, fast-paced day of training, you will:

- 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
- Develop strategies for prioritizing tasks, when everything on your plate was “due yesterday”
- And much, much more! (See pages 4 – 5 for details)

ENROLL TODAY!



Online

www.careertrack.com



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1-800-556-3009



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913-967-8847



Mail

CareerTrack
P.O. Box 738002
Dallas, TX
75373-8002

OFFICE MANAGERS: 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. Others may not always be aware of just how much you accomplish, but one thing is certain — without you, your office would descend into chaos!

Office managers tend to wear so many hats it's hard to keep them all straight! For starters, they act as the office police, the supplies gatekeeper, conflict referee, general peacekeeper, facilities manager and multi-tasker extraordinaire.

Although often seen as unsung heroes, when all is said and done, it's the office managers who are the glue keeping today's offices operating smoothly, efficiently and effectively.

Whether you are a newer office manager searching for ways to take control of your job, an administrative professional with office management responsibilities, a small business owner looking to expand your office management capabilities or a seasoned office manager in the market for some updating and refreshing of skills, this course is a perfect one-day overview of essential tools, strategies and techniques you can put to use as soon as you return to the office.

THIS SKILL-PACKED SEMINAR PREPS YOU FOR REAL-WORLD CHALLENGES

In today's do-more-with-less workplace, it's tougher than ever to stay calm, focused and energized. As an office manager, you're being pulled in a million different directions, have likely been asked to take on added administrative responsibilities, on top of functioning at your highest level of productivity.

It's up to you to handle crises, put out fires, keep an entire office humming along smoothly, deal with difficult personalities, manage time, projects, priorities and answer to multiple bosses ... and that's just scratching the surface of your responsibilities! Your job may seem overwhelming at times, but it doesn't have to be. Believe it or not, you can improve

your performance and productivity without sacrificing any more of your precious time or energy. In fact, we'll show you ways to streamline systems and procedures, boost your organizational skills and accomplish more than you ever thought possible.

This exciting workshop gives you so many tools, tips, tricks and strategies for excelling as an office manager. You'll wonder how you ever got along without this training! You'll master dozens of new ways to work smarter and more efficiently — not harder. Gain the knowledge you need to take your skills and abilities to the next level of excellence.

GAIN ESSENTIAL SKILLS TO HELP YOU EXCEL AS AN OFFICE MANAGER:

Support multiple bosses

It's hard enough to please one boss ... but as an office manager, you often have multiple people to answer to! How do you manage priorities, deal with different personalities and get it all done? How do you sort out who gets what, when? How do you say "no" when you have to, without stepping on toes or causing office discord? This training has the answers you need, and you'll love the new tools and strategies we'll give you for handling the unique needs of multiple bosses.

Hone your project management skills

Managing various projects is part of your job responsibilities ... but did you ever wish you were better at seeing complex projects through from beginning to end? Project management is tough unless you have the skills necessary to analyze a project's cycle, develop a project timeline, assign tasks, keep participants on track and perhaps, most importantly, always be prepared for plan B! The project management skills you'll learn here are proven, tried and true — and they are guaranteed to work for you!

Manage multiple tasks, priorities and deadlines with ease

On any given day, your to-do list is a mile long, with new tasks being added as fast as you can cross the older ones off your list. How do you decide which is most important, when *everything* comes to your desk as a top priority? We'll show you 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 efficiencies

How efficient is your office? Are there systems in place to handle requests, purchases, complaints, facilities issues and safety concerns? Could processes and procedures be more streamlined, more effective and more flexible? As an office manager, you can establish new procedures and put them into practice, but you've got to know how to communicate your ideas effectively and get others to take action.

Money matters: accounting, purchasing, payroll

If you are responsible for purchasing office equipment and supplies, maintaining an office budget, managing payroll and other accounting practices, you know how hard it can be to keep on top of all the money matters that affect you on a daily basis. It's tough to allocate funds when everyone wants their purchases pushed through —and hard to play "the bad guy" even though managing the office budget is your responsibility. In these leaner economic times, keeping an accurate budget and carefully tracking purchases and expenditures is a crucial part of your job. We'll show you how to track purchases and payments, maintain an office budget and handle monetary matters with confidence!

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**OFFICE
MANAGER**

COURSE CONTENT

Program hours: 9:00 a.m. to 4:00 p.m.

Office Management 101: A Look at the Fundamentals

- Your role as office manager — what to expect and what is expected of you
- Getting off to a successful start: ways to make sure you have access to the resources you'll need
- Your top 3 responsibilities — master these and the rest of your job will come easily!
- Creating your vision and getting 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 — defining the differences
- The benefits of policies and procedures: why they ensure a more effective work environment
- How to determine if your office needs to publish a policy and procedure manual
- The top 5 policies and procedures every office needs to operate smoothly and efficiently
- 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”
- Files not piles: create a filing system that works for you
- Time management: how to identify and prioritize your most important accountabilities, responsibilities and deliverables
- What not to do on your to-do list (this answer may surprise you!)
- 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
- How good communication habits can help you manage your time more effectively
- Keeping it all in balance — tips and tools to stay in control when you feel yourself slipping

People Problems: 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

Our 100% Guarantee Means You’ve got Nothing to Lose!

All of our seminars are **100% SATISFACTION GUARANTEED!** We are confident that you will become a more competent, confident and effective office manager through the techniques you’ll discover in this program. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we’ll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free.*

Is This Training for You?

Absolutely — if you are an office manager (or aspire to be one), small business owner, office assistant, administrative assistant, front desk professional, HR associate or anyone else who counts office management duties as part of their daily workload. This course is perfect for newer office managers and seasoned pros alike — it’s a great refresher course to help brush up on rusty skills, explore newer management techniques and take a look at real-world best practices used by today’s top office management professionals.

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10 GREAT REASONS TO REGISTER FOR THIS WORKSHOP NOW!

1. Become more comfortable making split-second decisions without second-guessing yourself
2. Learn to save time and money by improving your office's processes and procedures
3. Become a more effective, trusted communicator — whether you're resolving conflicts or addressing work issues
4. Discover best practices to help you boost your accounting, payroll and budgeting skills
5. Master project management skills that will help you conquer projects of any size with ease
6. Improve your ability to work with multiple bosses and difficult personalities
7. Discover ways to increase your value within your organization
8. Gain a better understanding of time and project management techniques
9. Hone your natural leadership skills and develop your confidence when dealing with others
10. Build better relationships with your best vendors and suppliers

Free Digital Resources for Every Participant

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.



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REGISTRATION INFORMATION

Enroll Today! Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note that if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.careertrack.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 4 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a CareerTrack program is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education Credit

CareerTrack offers Continuing Education Credits that are based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions and concerns should be directed to your professional licensing board or agency.**

Onsite Training Solutions

Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees that you're serious about their professional growth and achieving critical organizational goals and objectives.

Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

Maximize Your Training Budget!

On-Site Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation, visit us online at careertrack.com/onsite, call us at **1-800-944-8503**

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Dallas, TX 75373-8002



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To update your contact information, see page 7.

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SEMINAR
1

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Seminar Date: _____ Event #: _____

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2

Organization: _____
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City: _____ St: _____ ZIP: _____
Tele: _____ Fax: _____
Approving Mgr's. Name: Mr. _____
 Ms. _____
Job Title: _____
Email Address: _____ Business
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 Quick Confirmation Please email or fax my confirmation to me within 48 hours.

WHO WILL BE ATTENDING
3

Mr. _____
 Ms. _____
Job Title: _____
Email Address: _____ Business
 Home
 Mr. _____
 Ms. _____
Job Title: _____
Email Address: _____ Business
 Home
Please list additional names on a separate sheet.

METHOD OF PAYMENT
4

Important: Send your payment now. Tuition is due before the seminar. Make checks payable to CareerTrack and return this form to: P.O. Box 738002, Dallas, TX 75373-8002. Our federal ID# is 92-2053228 (FEIN).
Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (6%) and West Virginia (6%).
Please check one of the following:
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Please attach a copy of your Tax-Exempt Certificate for payment processing

Note: If you've already registered by phone, by fax or online, please do not return this form.
REGISTRATION FORM — The Indispensable Office Manager