

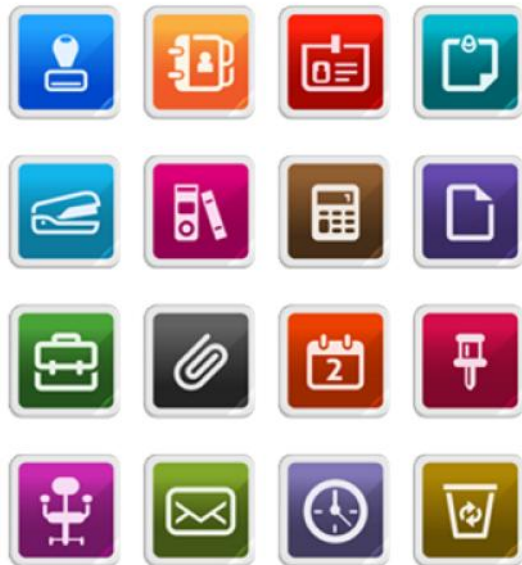
# Administrative Office Procedures Workshop

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.

With our Administrative Office Procedures workshop, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

## Workshop Objectives:

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



For more information or to reserve your spot in this workshop, please contact:

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## CLASS CONTENT

### **Module One: Getting Started**

Housekeeping Items  
The Parking Lot  
Workshop Objectives

### **Module Two: Why Your Office Needs**

Administrative Procedures  
Business Continuity  
Succession Planning  
Internal and External Audit Requirements  
Recovery Planning  
Case Study

### **Module Three: Gathering the Right Tools**

Binder  
Section Divider  
Sheet Protectors  
Cover to Cover Binders  
Case Study

### **Module Four: Identifying Procedures to Include**

Tracking Tasks for Some Days  
Reach Out to Other Employees for Feedback/Ideas  
Write Down Daily Tasks  
Keep Track Using a Spreadsheet  
Case Study

### **Module Five: Top Five Procedures to Record**

Use a Template to Stay Consistent from Track to Track  
Be as Detailed as Possible  
Use Bullet Points Instead of Paragraphs  
Ask Someone to Execute the Procedure  
Case Study

### **Module Six: What to Include in Your Binder (I)**

Phone Etiquette  
Business Writing  
Effective Time Management  
Creating Meeting Arrangements  
Case Study

### **Module Seven: What to Include in Your Binder (II)**

Policy on Absences  
Breaks  
Salaries  
Benefits  
Case Study

### **Module Eight: Organizing Your Binder**

Create a Table of Contents  
List Each Section (e.g. Accounting)  
List Procedures in that Section  
Keep Binder Updated with any New Changes  
Case Study

### **Module Nine: What Not to Include in the Procedure Guide**

Passwords  
Identify Other Confidential Information via Your Employer  
Store Information in a Separate Folder Outside of the Guide  
Find a Secure Location to Store  
Case Study

### **Module Ten: Share Office Procedure Guide**

Give Guide to Boss/Executive to Review  
Inform Office Personnel of Procedure Guide

Place Guide in a Visible Area  
Allow Office Personnel to Express  
Improvements/Updates if Needed  
Case Study

**Module Eleven: Successfully Executing the  
Guide**

Create a One Hour Meeting/Seminar for  
Employees  
Stay Consistent with Procedures  
Make Employees Aware of any Updated  
Changes  
Keep Open to Improvements  
Case Study

**Module Twelve: Wrapping Up**

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