



International Center for Development Communication

Extension and Training Office, Kasetsart University, 50 Phaholyothin Rd., Chatuchak, Bangkok 10900, Thailand

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Advanced Office Productivity Management

I. General Course Information

Participants	Administrative Assistants and Secretaries of Government Offices
Duration	2 weeks (10 working days)
Date	11-21 February 2014
Venue	International Center for Development Communication, Extension and Training Office, Kasetsart University, Bangkok, Thailand

II. Objectives, Content, Expected Output and Timeframe

Office automation and administrative operations are fast changing with global information technology advances. Governments of different nations are part of a global network where processes are dictated by international systems. Every staff in every unit of government offices needs to keep up with administrative trends not because we need to follow an international office culture but technology has proved to be more efficient and effective. Specialization is no longer the expected competency. Functions have broadened and teamwork enhanced. One has to be able to relate with other departments in the organization as well as outside clients/customers. This 2-week course was designed to meet the specific needs of the participants to be equipped with enhanced knowledge, attitudes and skills in the administrative tasks and office operations to meet new challenges in the new information technology era thereby enhancing self-confidence and self-esteem among administrative assistants and secretaries in enhancing their performance to meet the needs of the boss and the organization's clients.

Specifically, at the end of the course, the participants are expected to be able to cover the skills in the following areas with samples of outputs that meet the criteria of standard performance:

- Module 1 – Leadership and Management Functions, customer relations
- Module 2 – Organizational Communication: written and oral
- Module 3 – Administrative Office Technology (Computer applications for office work management)
- Module 4 – Field Trip to Relevant Offices (Interspersed with the other modules)

III. Program Structure

Classroom sessions are interactive and lecture or one-way communication is minimized. Case analysis will be used when appropriate and hands-on experience in terms of plans and tools development will dominate the activities in the daily sessions. Field trips will be arranged to observe office lay-out, distribution and flow of functions, filing systems and documentation, automation and other concerns of the participants.

Costs

- The course fee is US\$1500 per participant, which includes tuition, program materials, morning and afternoon snacks, and field trip transportation including airport transfer.
- Not included in the fee are: airfare, accommodation, meals, insurance and personal expenses.

FOR MORE INFORMATION

Please contact

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Upcoming Courses:

Participatory Monitoring and Evaluation, 12-22 November 2013
Behavior Change Communication Planning, 14-24 January 2014
Development & Management of Fund Raising Initiatives, 12-19 February 2014
Public Relations & Events Management, 11-21 March 2014

Tailored courses to meet specific needs can also be arranged.

Deadline of application for AOPM Course: 1 January 2014. ICDC reserves the **right to cancel** the program not later than 21 January 2014 if the minimum group size has not been reached.