



CERTIFICATE IN OFFICE ADMINISTRATION

DURATION: 120 Hours

TOTAL CREDITS: 4

COURSE SYLLABUS

Objective

To empower students with the skills, knowledge & practical experience fostering a seamless transition from academic life to the professional world

Exit Profile

- Knowledge in Office Administration
- Proficiently in MS Office tools
- Knowledge in Telecommunication
- Knowledge in E-Commerce
- Knowledge in Ai -Chatbots and usage of ChatGPT

Career Path

- Manager -HR/Operations/Sales
- Associates -HR/Operations/Sales
- Office Assistant
- Public Relation Officer

Course Outline

Course Name:	CERTIFICATE IN OFFICE ADMINISTRATION	Duration:	120 H
Module	Topic	Dur.	Total Dur.
Module – I	Organizational Behavior	4 H	120 H
	Personality Development	4 H	
	Office Management	4 H	
	Spoken English Training	17 H	
	Microsoft Word/Excel	37 H	
	Telecommunications and Closing skills	4 H	
	Advanced Sales Strategies	4 H	
	Public Relation Officer	4 H	
	Importance of ChatGPT in Today's Working Condition	4 H	
Module – II	Internship Programme	38	

Course in Detail

MODULE - 1:

ORGANIZATIONAL BEHAVIOUR

- Individual Behavior
- Group Dynamics
- Leadership
- Communication
- Organizational Culture
- Change Management

PERSONALITY DEVELOPMENT

- Self-Awareness
- Goal Setting
- Emotional Intelligence
- Communication Skills
- Confidence Building
- Time Management
- Adaptability
- Continuous Learning
- Positive Mindset
- Networking and Relationships

OFFICE MANAGEMENT

- Organizational Skills
- Communication
- Resource Management
- Financial Management
- Team Leadership
- Process Improvement
- Conflict Resolution

- Compliance and Policy Adherence
- Technology Utilization
- Customer Service

SPOKEN ENGLISH TRAINING

- Introduction to Spoken English
- Pronunciation and Intonation
- Vocabulary Building
- Daily Conversations
- Descriptive Language
- Listening Skills
- Expressing Opinions
- Presentations and Public Speaking
- Advanced Conversations
- Review and Practice

MICROSOFT OFFICE

MS WORD

- Creating a Microsoft Word Document
- The Ribbon
- The Backstage View
- The Quick Access Toolbar
- Formatting Microsoft Word Documents
- Editing Documents
- Review and Collaborating on Documents
- Comparing and Combining Documents
- Managing Mailings
- Protecting Documents
- Finalizing Microsoft Word Documents

MS EXCEL

- Creating a Microsoft Excel Workbook
- The Ribbon
- The Backstage View (The File Menu)

- The Quick Access Toolbar
- Entering Data in Microsoft Excel Worksheets
- Formatting Microsoft Excel Worksheets
- Using Formulas in Microsoft Excel
- Working with Rows and Columns
- Editing Worksheets
- Using Pivot Tables

TELECOMMUNICATIONS AND CLOSING SKILLS

- Introduction to Telecommunications in the Workplace
- Effective Telephone Communication
- Email Communication Skills
- Closing Skills: Understanding the Basics
- Techniques for Successful Closings
- Handling Difficult Conversations
- Building Rapport and Professional Relationships
- Closing Business Communications
- Review and Practical Application

ADVANCED SALES STRATEGIES

- Understanding the Sales Process
- Advanced Prospecting Techniques
- Building and Managing Customer Relationships
- Consultative Selling
- Effective Sales Presentations
- Handling Objections and Rejections
- Closing Techniques
- Sales Metrics and Performance Measurement
- Leveraging Technology in Sales

PUBLIC RELATION OFFICER

- Introduction to Public Relations
- PR Strategies and Planning
- Media Relations

- Crisis Communication
- Social Media and Digital PR
- Event Management in PR
- Writing and Communication Skills
- Evaluating PR Efforts
- Ethics in Public Relations

IMPORTANCE OF CHATGPT IN TODAY'S WORKING CONDITION

- Enhanced Productivity
- Improved Communication
- Knowledge Management
- Enhanced Decision Making
- Customer Support
- Creativity and Brainstorming
- Adaptability to Remote Work
- Cost Efficiency

MODULE - 2:

INTERNSHIP