



# CERTIFIED BUSINESS ADMINISTRATION



Business administration is management of a business. It includes all aspects of overseeing and supervising business operations and related field which include Accounting, Finance and Marketing.

Approved by





# CERTIFIED BUSINESS ADMINISTRATION

## 1. INTRODUCTION

- What is Administration ?
- Office Administration
- An Organisational Chart
- What is an Office?
- The Modern Concept of Office Work

## 2. OFFICE COMMUNICATION

- What Is Office Communication
- Functions Of Communication
- Methods Of Interpersonal Communication
- Non-verbal Communication
- Barriers Communication
- Formal Versus Informal Communication
- Getting Employee Input
- Communicating Ethically
- Outside Communication
- How To Manage Office Visitors

## 3. BASIC OFFICE PROCEDURE

- Office Documents
- Internal Documents
- External Documents
- Office Essentials
- Hazards In Office
- Emails
- Mail Services
- Post Office Boxes
- Courier Services
- Letter Writing
- Tools for Disseminating Workplace Information



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## 4. DOCUMENT MANAGEMENT SYSTEMS

- Handling Confidential Documents
- Type of Filing Arrangements
- Working with Confidential Documents

## 5. WORK PLANNING AND DIARY MANAGEMENT

- Long Term Planning
- Short Term Planning

## 6. NOTE TAKING BASICS

- Hint 1
- Hint 2
- Hint 3
- Hint 4
- Hint 5
- Hint 6

## 7. BOOKINGS AND TRAVEL ARRANGEMENT

- Who needs to travel on business
- Making arrangement for travels
- Travel choices



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## 8. TELEPHONE SKILLS AND ETIQUETTE

- Answering the telephone
- Phases of a professional call
- Telephone Etiquette
- Phone impression
- Different phone call situations
- Phone Etiquette Tips

## 9. THE SEVEN TRAITS OF A ROLE MODEL

- Demonstrate Confidence And Leadership
- Don't Be Afraid To Be Unique
- Communicate And Interact With Everyone
- Show Respect And Concern For Others
- Be Knowledge And Well Rounded
- Have Humility And Willingness To Admit Mistakes
- Do Good Things Outside The Job

*DURATION: 24 hours Course Fee: AED2850*

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*Ministry Registration: AED100*

*Certification By: Ministry of Education, Dubai  
(KHDA)*

*AIBM Certificate (Optional) - 950 AED*

*Course Material: Books Practice sessions with  
Forms Illustrations and Case Studies*

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