



Office Skills Knowledge Centre

Good & Best Practices for Front & Back Office Management

Code	Program Title
JTW902-1	Advanced Effective Technical Writing and Presentation Skills
BP0820-1	Business and IT Process Outsourcing - Management Skills
CCM400-1	Call Centre Management - Own or Outsourced
XRM965-1	Customer Satisfaction-Risk Management
CSM420-1	Customer Service Management
JTW901-1	Effective Technical Writing and Presentation Skills
QCM682-1	Effectively Managing Contracted-Out Manpower and Services
ESD590-1	Executive Secretary Development
OEA522	High Performing Executive Assistant Processes & Skills
ITS470-1	IT Service Outsourcing Best Practices
ITP522-1	Office Productivity Improvement Technologies and Implementation Strategies
PEM680-1	Public Event Management
PRT645-1	Public Relations IT Tools and Methods
QCF602-1	Setting Up a Customer Focused Management System
CSP904-1	Step-by-Step Understanding and Implementation of Customer Satisfaction Initiatives
OST523	Strategic Skills for Executive Secretaries
MSA870-1	Systematic Approach to Do it Right First Time - Improving Customer Satisfaction and Reducing Costs