



Effectiveness in everyday office life

Within the university administration, Astrid Czerwonka supervises the administrative side of three professorships. Last year, she went through learning modules for the internal certification in “Professional Office Management”. In this interview, she talks about how her work has improved.

Ms Czerwonka, why did you choose this training course?

Compared to other seminars, this learning path consists of many different topics that cover the majority of what comes up in everyday work. You can pick out different parts that interest you and cover the different aspects of your everyday work. You can also take advantage of all the topics offered, but you don't have to. The whole thing goes on for an extended period of time.

“ It is a large and broad offering. Above all, the mix of theoretical and practical content is great – as are the different types of learning. ”

So you appreciate continuous models of learning.

This learning path is not made to be done in one day. You stay on the topic for an extended period. This brings a certain continuity. I think it is an interesting concept to be supported over the longer term.

Which topics did you focus on?

I primarily chose practical content: for example, how to improve virtual communication or how to organise full email inboxes more effectively. Courses such as stress relief are also offered. I find these interesting too, but I opted for practical topics instead, because I can apply them directly in my work and try them out.

What hurdles in office management do you overcome in everyday life?

Workload often comes in waves. There are times when everything comes at once and much of it needs to be done in a hurry. I have to keep an overview and communicate if something urgent does have to get left for a short time. I also have to prioritise and know how to organise myself so that work stays productive and I don't get overcome by stress.

How did the course help you?

It helped me a lot because you get a lot of practical tips and personal assistance. You are given tools for self-organisation and strategies on how to use these tools. The next day I can test what I have learned in practice. The learning path for further education promotes direct implementation of these things.

How did you find the selection of the topics and the learning path?

It is a large and broad offering. Above all, the mix of theoretical and practical content is great – as are the different types of learning. For example, there are courses with trainers on fixed dates as well as self-directed learning modules, which can be worked on independently and divided up flexibly. Self-directed learning cards are also included. I would describe the internal certification offering as varied and instructive and I would say it broadens one's horizons.

Do you approach office management differently compared to before?

Yes, I can say that I do. One thing is my email inbox. Among other things, I have learned how to write emails faster but keep the tone friendly. I have also learned to adapt subject lines and make it clear whether something is just for information or requires an action. I also use the tasks in Outlook to put emails on hold and use OneNote to organise other tasks. I am gradually applying the things I took from the learning path.

Astrid Czerwonka is a member of administrative and technical staff. Since 2015, she has been working at the Institute of Human Geography where she supervises the administrative work of three professorships – be it human resources processes or billing for business trips.



Internal certification course in “Professional Office Management”

Whether it is about work organisation, office communication or time and self-management: the learning path “Professional Office Management” supports participants through online and face-to-face seminars as well as e-learning sessions to make office management more effective and productive. Those who complete a certain number of pre-selected compulsory and elective modules by the end of 2023 will receive an internal certificate.

An overview of modules and dates can be found here: www.goethe-lerncampus.de.