ICTD

المركـــز العالمـــي للتدريـــب والتطـويـــر

International Centre For Training & Development

# EFFICIENT
# Administration Skills

# Course Introduction:

Any role where you support the efficient and effective running of an organization relies on you having a good set of administration skills and a great attitude.
This course has been designed to provide administrators, assistant administrators, personal assistants, secretaries and anyone else in an administrative support role a set of skills and an attitude so they and operate in an efficient manner.

# Course Objectives:

**By the end of the program, participants will be able to:**

- Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.
- Take a proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively.
- Handle telephone calls properly and professionally.
- Develop self-management techniques and learn ways for dealing with time wasters.
- Improve memory skills with several reinforcement methods and exercises.

# Who Should Attend?

Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators can benefit from this program

# Course Outline:

ICTD
المركز العالمي للتدريب والتطوير
International Centre For Training & Development

**The Administrator/Secretary as Part of the Support Team**

- The Importance of Team Work
- Taking Initiative
- Having the Right Attitude

**The Modern Administrator Highly Needed Abilities**

- Adaptability to a Changing Office Environment
- Maturity and Political Skills
- Seeing through Obstacles and Building on Talents and Strengths

**Written Communication**

- Style
- Layout
- Clear Writing
- Proof Reading

**Verbal Communication**

- Building Bonds with Boss and Colleagues
- Overcoming Communication Barriers
- Speaking Skills
- Listening Skills

**Using the Telephone Properly**

- Professional Telephone Behavior
- Rules for Good Listening
- Rules for Good Questioning
- Rules for Good Speaking

**Effective Time Planning**

- Identifying and Controlling Time Wasters
- Setting Priorities
- Dealing with Procrastination
- Organizing an Efficient To-Do System

# Course Certificate:

**International Center for Training & Development** (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

# Course Methodology:

**A variety of methodologies will be used during the course that includes:**

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work
- Discussion
- Presentation

# Course Fees:

**To be advised as per the course location.** This rate includes participant's manual, hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

# Course Timings:

**Daily Course Timings:**

| | |
|---|---|
| 08:00 - 08:20 | Morning Coffee / Tea |
| 08:20 - 10:00 | First Session |
| 10:00 - 10:20 | Coffee / Tea / Snacks |
| 10:20 - 12:20 | Second Session |
| 12:20 - 13:30 | Lunch Break & Prayer Break |
| 13:30 - 15:00 | Last Session |

ICTD
المركز العالمي للتدريب والتطوير
International Centre For Training & Development