



# ADVANCED MANAGEMENT

## Skills for Executive Secretaries and Administrative Professionals

## Course Introduction:

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The importance of management skills for administrative professionals goes beyond heightened professional growth and career development.

Whether you're an administrative assistant, secretary, executive secretary or another member of the administrative support staff, Management Skills for Administrative Professionals is the course for you! Bring your current challenges and brainstorm with colleagues and your course leader to solve your most pressing problems. Leave with a concrete action plan!

## Course Objectives:

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- Find Your Place on the Management Team
- Empower Yourself to Achieve Growth
- Create a Blueprint for Managing Change
- Identify Your Core Competencies
- Match Business Goals with Administrative Support Goals
- Assess Your Leader/Manager Preference in Teams
- Map Your Management Team's Priorities for the Year
- Set Criteria to Validate Risk/Value Priorities
- Balance Urgency with Importance of Tasks
- Use Task Maps to Control Multi-Loads
- Enhance Your Image to Help in Pursuing Specific Goals
- Strengthen Your Active Listening Skills
- Map Effective Ways to Give and Get Feedback
- Choose the Appropriate Method to Handle Conflict
- Master Techniques for Dealing with Difficult People
- Use Persuasion and Negotiation to Gain Better Outcomes from Conflict
- Demonstrate Best Practice Tools in Team Interactions
- Improve Your Impact as You Present Proposals or Plan Negotiations

## Who Should Attend?

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Seasoned administrative professionals, including executive secretaries, administrative assistants, secretaries or other members of the administrative support staff who are striving to refine their management skills in order to enhance their careers and add to their organization's effectiveness.

# Course Outline:

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## Mastering Change with Management Skills

- Find your place on the management team
- Empower yourself to achieve growth
- Discover what it takes to become a change master

## Fine-Tuning Your Team Skills

- Match business goals with administrative support goals
- Assess your leader/manager preference in teams
- Map your management team's priorities for the year

## Dealing Productively with Conflict

- Use persuasion and negotiation to gain better outcomes from conflict
- Define sources of workplace conflict
- Master five techniques for dealing with difficult people

## Communicating with Credibility

- Enhance your image to help pursue specific goals
- Strengthen your active listening skills
- Manage your own emotions and detach from others' emotions

## Controlling Your Workday

- Clarify priorities to include team goals
- Set criteria to validate your risk/value priorities
- Plan projects using The SMART Method
- Solve urgency/importance dilemma
- Eliminate your worst time wasters
- Use task maps to control Multi-loads

## Putting Your Skills to Work

- Improve your personal impact as you present proposals or plan negotiations
- Try new tools for effective meeting management
- Provide feedback to your colleagues

## Course Methodology:

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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 Questionnaires
- Group Work
- Discussion
- Presentation

## Course Fees:

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

## Course Certificate:

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

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International Centre For Training & Development

## Course Timings:

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### 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