



MANAGEMENT SKILLS

For Administrative Professionals

Course Introduction:

In today's business environment, administrative professionals have critical roles in the office and organization. These include working closely with vendors and suppliers; communications; supervising staff; problem solving; building relationships; and planning, scheduling and coordinating projects and work for themselves and others, just to name a few. All of these roles require extraordinary skills.

Course Objectives:

With the help of this Course, Delegates will be able to:

- Describe the administrative professional's role in today's business environment
- Present a powerful and professional business presence
- Work well with multiple bosses
- Describe good negotiation skills
- Apply positive persuasion and consensus-building techniques
- Deal appropriately with difficult people and situations
- Explain teambuilding strategies
- Practice good problem solving and decision making
- Increase productivity through proven time management practices

Who Should Attend?

- Office Managers and Supervisors
- Office Administrators
- Personal Assistants
- Executive PAs
- Secretaries
- Executive Secretaries
- Senior Secretaries
- Management Secretaries
- Executive Assistants
- Department Coordinators
- Administrative Assistants
- Senior Assistant Coordinators
- Team/Project Leaders

Course Outline:

The Administrative Professional's Role in Today's Business Environment and Presenting a Powerful Image

- Current business trends reshaping the role of administrative professionals
- Administrative professional qualities in demand today
- Performance factors for building strong business relationships
- Develop an impressive professional presence
- Manage the relationship with your boss
- Build trust and credibility using effective communication skills
- Effective communication and clarity
- Assertive communication strategies and techniques

The Art and Skill of Persuasion and Negotiation

- Gain respect and credibility by setting the right tone and using good strategies for positive persuasion
- Tips and techniques for developing positive relationships
- Master the fine art of negotiation
- Achieve win-win negotiations even when the other side refuses to compromise
- Special issues to consider when negotiating on behalf of the boss
- Personality affects the way you "give and take" – Personality Survey

Deal With Difficult People and Situations

- Conflict management and common sources of conflict
- How conflict can be positive
- Conflict resolution processes and techniques
- Recognize the most difficult personality types and how to deal with each one
- Special strategies to use when the difficult person is the boss
- Handle pressure and stress in others and yourself
- Make office politics play to your advantage
- Keys to avoiding job frustration and burnout

Lead a Team Without Formal Authority

- Be a catalyst: Spark employees into motivating themselves
- Counsel employees through job-related or personal problems
- Teambuilding — be a liaison between you boss And other team members
- Assume a position of leadership even when not in charge
- How to manage your department's administrative support team
- TEAM Interpersonal Style evaluation and Inventory

- Problem solving and decision making

Lead a Team Without Formal Authority, continued

- The GREAT problem-solving model
- Creative approaches to overcoming the most common obstacles administrative professionals face
- Guidelines for making decisions without consulting your boss first

Time and Task Management

- Time and task management vs. self- management — is there a difference?
- Get to the heart of effective time management practices
- Find a planning/scheduling system that matches your work style
- Set long-range goals that direct you in prioritizing your daily tasks
- Urgent and Important: How these two factors influence daily activities
- Effectively deal with interruptions — telephone calls, drop-ins and other major time robbers
- Streamline your paperwork and organize your work area
- Coordinate your routine daily tasks and special projects with your boss's
- Diplomatically let co-workers know that you can't take on any more work
- Nine keys to delegating for greater productivity
- Project management: Understanding every project's "life cycle"
- Project management tools the pros use: Work Breakdown Structures, Gantt charts and project management software
- How to add projects into your daily plan
- How to budget for and control costs

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 Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

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:

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

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

