



# COMPREHENSIVE

## Management and Technical Skills for Administrative Officers and Executive Secretaries

## Course Introduction:

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The roles of administrative professionals in business are continually evolving. This exciting and interactive master-class is designed to provide you with the opportunity to review and develop your interpersonal and professional skills to maximize your effectiveness. In this master-class you will discuss how to:

- Enhance your skills to enable you to work at a higher level
- Appreciate the value and importance of your role
- Understand your business in order to work effectively
- Use communication skills to your advantage and to the benefit of your organization
- Develop your interpersonal skills to improve your working practice

## Course Objectives:

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

- Build and improve upon your existing skill sets
- Develop your role and become more proactive
- Identify ways to expand your knowledge of the company and business area
- Have more control over your time and work output
- Develop and apply your interpersonal intelligence
- Manage your manager to mutual advantage
- Write more effective letters, e-mails and other forms of business correspondence
- Support and make memorable presentations

## Who Should Attend?

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Administrative professionals who want to develop and enhance their role within their organization.

## Course Outline:

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**Building on existing skills and developing the role/ Organizational skills and time management**

- What is your role?
- Becoming more proactive
- Self-development and expanding your knowledge of the business
- Organizational skills
- Planning and prioritizing – taking control over your work load

## **Organizational skills and time management (cont)/Dealing with change**

- Goal setting
- Time management under pressure
- Managing stress in self and others
- Coping with, and taking advantage of, change in the work environment

## **The importance and value of communication skills**

- Why are communication skills so important?
- Expressing yourself with clarity
- Spoken, written and remote communication – differences and implications
- Telephone techniques
- Writing more effective business letters and e-mails
- Improving reports – structure, relevance, layout and editing
- What makes a good presentation – tips to excellent presentations

## **Managing your manager and raising your profile**

- Image management
- Building an effective working relationship with your manager
- What is expected of you?
- Using your skills to enable your manager to concentrate on his/her priorities
- Delegating and improving the quality of delegation received
- Working as a team

## **Interpersonal intelligence and influencing skills**

- Being a team player and flexibility
- Understanding yourself and other people
- Influencing skills – gaining support and cooperation of others
- Improving self-confidence
- Assertiveness
- Resolving conflict
- Giving and receiving feedback
- Taking forward ideas for improvement

## **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.

## 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