

Training Title

ADVANCED ADMINISTRATIVE SKILLS

Training Duration

5 days

Training Venue and Dates

Ref SS008	Advanced Administrative Skills	5	02 - 06 Sep. 2024	\$5,500	Dubai, UAE
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In any of the 4 or 5 star hotel. Exact venue will be informed later.

Training Fees

- \$5,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch.

Training Certificate

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

TRAINING OVERVIEW

TRAINING DESCRIPTION

Supervision plays a vital role necessary to implement the owners' business objectives and achieve stability and growth. Supervisor's role helps the administration of business policies carried out by the senior management, their immediate staff, and everybody else who possesses authority delegated by people with supervisory responsibility

TRAINING OBJECTIVES:

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

- Define and understand the role of productivity and effectiveness in the success of the 21st century administrator.
- Develop self-leadership capabilities which will enable professional advancement.
- Enhance their thinking skills to facilitate turning problems into opportunities.
- Build excellent relationships with people at all levels.
- Organize and plan for the best performance and utilization of their time at the office

TRAINING METHODOLOGY

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions and motivating everybody find the right answers. The delegates will also be encouraged to raise their own questions and to share in the development of the right answers using their own analysis and experiences.

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- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work& Practical Exercises
- 20% Videos& General Discussions

WHO SHOULD ATTEND?

Administrators, office managers, personal assistants and any member of the general staff wishing to improve their personal skills and challenge themselves to excel in their mission at the office.

COURSE OUTLINE

Productivity and Effectiveness: Gateways to the 21st Century Administrator

- What Is Productivity?
- Efficiency versus Effectiveness: Differences and Practical Uses
- Optimizing Quality and Quantity of Production through Streamlining
- Signs of Inefficiencies at your Office
- Work-Breakdown Structures

Effective Self-Leadership

- Self-Leadership as a Prerequisite for Leading Others
- Understanding what Makes you Tick: Personal Values
- Performing a Personal SWOT Analysis
- Building on your Talents
- Becoming More Proactive

The Thinking Administrator

- Using Different Thinking Techniques to Boost your Professionalism
- Using Creativity as a Business Tool
- Mental Blocks and Ways to Overcome Them
- Brainstorming your Best Options
- Solving Office Problems (and Turning them into Opportunities)
- Kaizen: Focusing on Continuous Improvements
- Learning Styles for Professional Development

The Power of your Attitude

- What is Attitude? Uses of Attitude
- Perceptions, Beliefs and their Effect on Attitude
- Going Beyond a Positive Attitude
- Making Things Happen: The Can-Do Attitude
- Using your Attitude for Professional Excellence

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Developing your Work Relationships

- Building Rapport with your Manager, Colleagues and Clients
- Adapting to Different Working Styles
- Navigating through People Problems and Problem People
- Enhancing your Presentation/Self-Selling Skills
- Applying the Principles of Emotional Intelligence
- Best Practices for Delivering Positive Feedback

Organizing and Planning for Best Performance

- Setting Challenging Performance Goals
- Putting Key Performance Indicators (KPIs) to Work
- Utilizing Planning Strategies/Forward Thinking
- Personal Action-Planning
- Developing a Filing/Document Management System

NOTE:

Pre & Post Tests will be conducted

Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.



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