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SS056:
Efficient Administration Skills

Training Description:

This intensive training course is designed to increase the skills of Senior Support personnel across a range of disciplines. The course identifies and examines the key components of the role and within each element builds up a range of approaches and techniques for operating an efficient office or support team. These elements include interpersonal, communication, organizational and time management competencies.

As can be seen from the course outline below, the event is broken down by the day to broadly reflect the key components of the role. However, as you will discover when you attend the event, such skills and techniques will be required in a blended and integrated way as you meet the challenges of your workplace. Throughout the event, you will practice communication, organizational and planning skills on an ongoing and linked basis as you would within your normal working environment.

Training Objectives:

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

- ✓ Identify the key components within the job role of the Office Manager/ Executive Assistant / PA
- ✓ Practice the techniques and skills demonstrated on the event
- ✓ Discuss experiences with fellow Delegates and learn possible techniques for advancement of such skills in Facilitator – led discussions
- ✓ Build an approach that suits their own individual style and workplace

Training Designed for:

This course is designed for those who are working as an Office Administrators, Office Managers, Supervisors of clerical and administrative staff, Executive Secretaries and Personal Assistants.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ Pre-Test
- ❖ The Office Manager / Executive Assistant Role: An Overview
  - Identifying common issues and challenges
  - Setting Personal objectives
  - What makes you indispensable?
  - Proactive versus passive Support

DAY TWO:

- ❖ Setting and Meeting Objectives
  - Planning skills

- Project management approaches for support staff
- Managing time
- Strategies for managing change
- Identifying and dealing with Pressure Points
- Implementing Action Plans

DAY THREE:

❖ Resource and Team Management

- Allocating human resource to tasks and projects
- Monitoring performance – team and self
- Team Appraisals and Reviews
- Embedding a new team member effectively
- Managing team issues
- Coaching techniques
- Disciplinary issues
- Prioritization approaches and techniques

DAY FOUR:

❖ Communications

- Improving communications within an existing team
- Oral and listening skills
- Reporting to Management
- Negotiation skills and techniques
- Managing difficult people
- Comparison of telephone / face to face / written communications, their effectiveness and suitability for different situations
- Can you say "No"?

DAY FIVE:

❖ The Working Day

- Practicing a "typical day" simulated scenario incorporating issues and techniques from the week
- Identifying an approach and style that suits you as an individual
- Reporting to Management – presentation and negotiation techniques
- Personal Action Plan

❖ Course Conclusion

❖ Post-Test and Evaluation

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

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

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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