

Increasing your Credibility - Stepping up to Support your Manager

2 Days OYB

OVERVIEW

This intensive two-day course will help participants to take on greater responsibility, heighten their profile and have a more productive and proactive partnership with their manager.

Increasingly, professional administrative staff have a key role to play in working in partnership with their manager(s). Delegates will refresh and develop their organisational and interpersonal skills to build their credibility and influence with management and support their manager(s) in a positive and proactive manner.

DESIGNED FOR

Suitable for executive secretaries, PAs, office professionals and administrators working closely with one or more bosses. This course is of particular benefit to individuals who are supporting extremely busy and/or frequently absent managers.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Identify more clearly their manager's role.
- Develop open and honest working relationships with their manager and other senior colleagues.
- Raise their profile within the management team.
- Organise their manager(s) and anticipate their needs effectively.
- Effectively represent their manager(s) in their absence.

TOPICS COVERED

Developing Your Skills in a Continuing Changing Environment

- Determining the changes in your role
- Identify your skills gaps
- What's different about your manager's job?

Raising Your Profile

- Discovering ways to increase your credibility
- Networking within your organisation
- Understand how others see you

Developing Productive Relationships

- Forging an effective working relationship
- What do you want from each other?
- Determining the goals and behaviours of your Managers
- How to get the most from the people you deal with

Influencing and Persuading Colleagues and Your Manager(s)

- Develop a position of increased influence
- Communicating with management and colleagues on an equal footing
- Presenting your ideas at meetings

Organising Others

- Working proactively and using your initiative
- Organising and co-ordinating your manager's time
- Acting as an effective gate keeper

Handling Difficult Situations

- Dealing with conflict
- Respecting the rights and feelings of others
- Communicating difficult messages

Stepping in to Support Your Manager

- Representing your manager(s) in their absence
- Acting on behalf of your manager – making decisions
- Personal Development

EXTRA NOTES

An equivalent course is available in Arabic. Please call us for details.