

The Effective & Confident Administrator

2 Days ECA

OVERVIEW

This two day course has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships and broaden their contribution to the team.

Administrators will be most effective when they build strong relationships with the team, colleagues and customers. They must make positive, confident contributions and achieve excellence in the service they provide. They will leave the course with a useful toolkit to help with their business writing.

DESIGNED FOR

Suitable for those who want an intensive introduction to effective administration and who are looking to increase their skills and contribution.

LEARNING OUTCOMES

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

- Define the objectives of their role.
- Plan and prioritise their workload using systems and procedures.
- Enhance their contribution as a team member.
- Appreciate their strengths and areas for development essential to their success.
- Develop effective interpersonal skills.
- Interact assertively with others.
- Prepare and write accurate and clear text.
- Enhance their credibility with their manager.

TOPICS COVERED

Your Role

- What makes an effective administrator
- How to meet the needs of your internal and external customers

Impressive Organisational Skills - Making the Most of your Technology

- Working to clear goals
- Completing priorities every day, using some great planning tools
- Effective ways of managing email
- Controlling time wasters and interruptions
- Reviewing your current systems and procedures

Effective Communication Skills

- Overcoming barriers to effective communication
- Communicating with confidence
- Listening well and questioning skills
- Being assertive - saying no constructively
- Persuading and influencing others
- Getting the best from difficult people
- The key to effective written communication

Enhanced Interpersonal and Team Working Skills

- Identifying your interpersonal skills style
- Relating to colleagues and customers
- Recognise the strengths of other team members
- Maximising your contribution to the team
- Solving problems and making effective decisions
- Encouraging your manager to delegate more

Personal Development

- Formulating a personal action plan

EXTRA NOTES

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