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Administrative Leadership Skills For Professionals

Introduction:

Administrative professionals have a unique role in the everyday operations of a company. As an administrator, others will look to you for support. To be successful as an administrative professional you don't just need excellent management skills for handling multiple tasks and meeting deadlines, but the more subtle arts of leadership. This course will enhance your leadership skills and enable you to influence and benefit those around you with your enthusiasm and personal example, with your clarity and vision and with your clear, confident and considerate communication. No matter what your job description, with honed leadership skills, you can definitely 'do more, be more and achieve more for yourself and your company.

Who Should Attend?

Administrative Personnel, Supervisors, Administration Officers, Administrators, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Managers, existing or prospective Office Managers, Senior Administrators and Supervisors of junior level employees, anyone involved in office management and administration skills and practices

Course Objectives:

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

- Analyze conflict, office politics, and interactions with difficult people
- Bring about change and influence decisions even when faced with resistance

- Manage changing roles, responsibilities, resources and relationships effectively
- Apply a spectrum of priority setting and time management strategies to proactively accomplish goals
- Incorporate emotional intelligence and effective listening to be a more effective colleague, work partner and leader

Course Outline:

The Administrator as Leader

- Setting the direction for your office and team
- Choosing the right leadership styles for every situation
- The difference between managers and leaders
- How to think, feel and act like a leader
- How to demonstrate authority diplomatically
- How to create your office culture and overcome resistance to change

Confident, Clear and Considerate Communication

- Common communication styles
- How to be an assertive communicator
- Understand personality types and handling difficult behaviours
- Confident body language and voice usage

- Gender and cultural considerations in communication
- Running meetings that get results

Working with Others

- Coaching Skills and giving feedback
- Managing conflict and learning to listen
- Delegating and working with an assistant
- Building a positive motivated team
- Mastering office politics
- Giving dynamic and influential presentations

The Leader Tool Box

- Making better decisions faster
- Mind Mapping for improved creativity, problem solving, planning and decision making
- Planning events and projects
- Creativity and problem solving for you and your team
- Attending conferences and networking events

- Creating a green workplace

The Self Managing Leader

- Developing self-belief and self confidence
- The power of sub-conscious mind
- Using emotional intelligence at work
- The 8 habits of highly effective leaders
- Where to go next? Lifelong learning and career development