



Telephone: 00971-2-6452630

The Administrative Officer Workshop

Introduction

To excel in an administrative role you need to perfect your interpersonal and behavioral skills, to ensure you stay in control and on top of every one of your responsibilities. In this programme you will learn how to:

- priorities your daily responsibilities
- communicate assertively at all levels
- understand yourself and others thereby improving interactions and relationships

Who Should Attend?

- Administrative and support staff who want to focus on their relationship to their role, their responsibilities and their challenges.

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Objectives

Participants attending the programme will:

- learn how to priorities and cope with multiple tasks
- be aware of how to improve their communication skills to enhance their relationships
- understand ways of working as a team with their managers and colleagues
- learn how to be assertive and therefore more effective in the workplace
- understand the importance of interpersonal intelligence

Contents

DAY 1 - Effective time management

- Understanding the importance of time management
- Controlling, prioritizing and organizing your work
- Coping with large tasks
- Ensuring the safety and efficiency of your work environment
- Basic project management
- Dealing with the impact of your manager's demands
- Taking control
- Useful hints and tips

DAY 2 - Improving communication skills

- Why are communication skills so important?
- Understanding the different means of communication in business
- Using vocabulary that works

- Writing effectively
- Improving listening skills
- Being aware of the barriers to good communication

DAY 3 - Assertiveness skills

- What is assertiveness and why is it important?
- Developing confidence in order to use assertiveness skills
- Understanding gender differences
- Practical advice to using assertiveness skills in your work environment
- Coping with stress

DAY 4 - Successfully working with managers and colleagues

- Why is this important?
- Learning ways to manage your manager
- Coping with different personalities and working styles
- Understanding your own strengths and areas for improvement
- Learning to delegate effectively

DAY 5 - Interpersonal intelligence