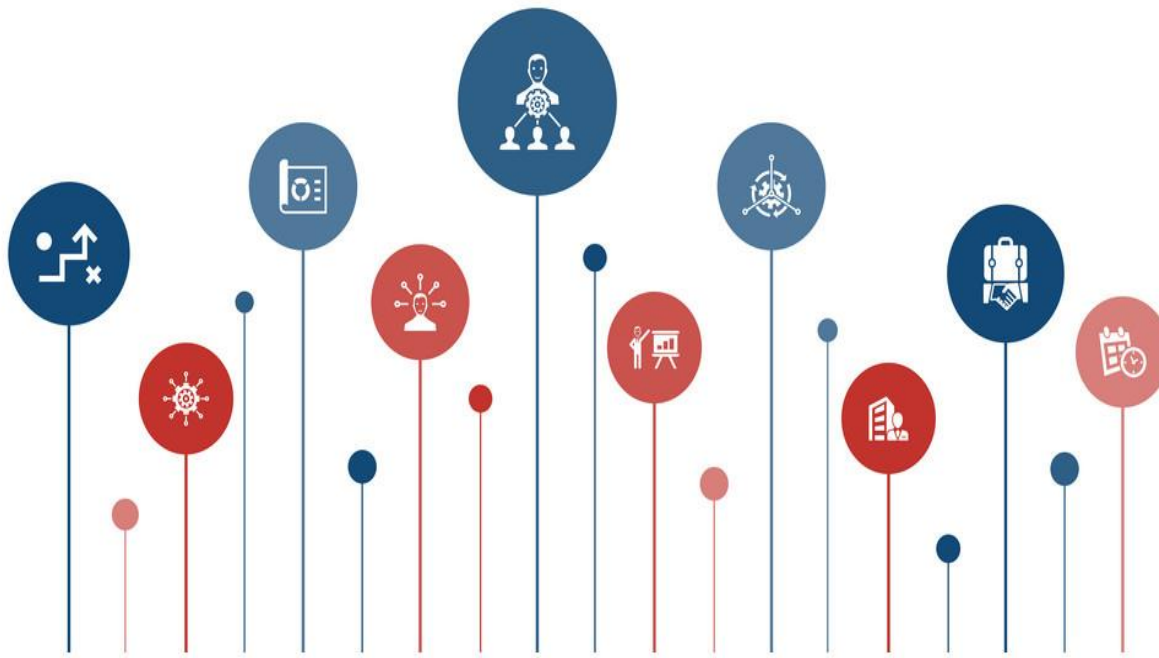


ADMINISTRATION

CREATIVE CONCEPT



Competence Development Masterclass For Secretaries And Administrators

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Competence Development Masterclass For Secretaries And Administrators

OVERVIEW

This Masterclass is designed to give trainee a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills.

TARGET PARTICIPANTS

- Secretaries
- Administrators
- Managers
- Supervisors
- Employees who are involved in the design, simplification, or are end users, of procedures
- Supervisors
- Professionals

OBJECTIVES

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

- understand the skills and competencies required within current and future job roles

- Practice competencies that can contribute to achieving individual and business objectives
- Have an improved appreciation of other people's needs, perspectives and objectives and how they may support the achievements of others
- Enhance set of practical skills that can be used at work
- Understand the personality skills, self and others' behavior
- Improve self-belief and self-confidence

COURSE CONTENTS

Management skills

- Personality traits of a master performer
- The Professional role of the senior secretary.
- People management: When to say yes and when to say no!
- Time management and time wasters: specific solutions to gain the title master performer
- Contributing to your Manager's success
- The secret to prioritizing

Handling the unique demands of your role

- Assertiveness vs aggressiveness
- Equity, ethics and teaching your team to trust in you
- Continuous self-development to build your confidence
- Questioning and listening skills
- Protocol, etiquette and personal branding tips
- Action Planning
- Diary Management

Communication and Organizing skills

- Advanced interpersonal communication skills
- Travel, conferencing and event planning tips
- Improving personal effectiveness.
- Boosting your credibility in the office
- Sharing best practices with your colleagues

Being the Best vs. Being Superb

- The truth about trust
- Giving people what they need: Care, value and prestige
- Does your approach match your skill

Managing your mouth

- Understanding your natural reactions
- Don't say the wrong things - Reducing sarcasm

Building better business relationships

- Effective relationships between managers and employees
- Keep in touch: Setting the standard for corporate communications
- Living with silence: The fine art of shutting up
- Managing distractions
- The fine art of being liked: Listening and learning

Dealing with different personalities

Managing your Manager

Importance of good first impressions

Building your unique personal brand