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Basics Of Effective Personnel Administration

Introduction:

This is an exciting and interactive course which combines case studies, management games and simulations, discussion exercises, self-assessment instruments and video training films. The emphasis throughout is practical and will be on identifying and taking action to enhance personal and organizational effectiveness.

Who Should Attend?

Administrative personnel, Supervisors, Administration Officers, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Administrators & Managers, HR Officers, PA's & Secretaries, Records Officers, Events Planners & Designers, Event Managers, Project Coordinators, Customer Service Personnel, Procurement Officers, Support Staff, anyone involved in office management and administration skills and practices, Office Administrators, Office Professionals, Supervisors of clerical and administrative staff, Executive Secretaries, Personal Assistants, Admin Staffs, Document Controllers, IT Management , Technical staff, Document and Records Management personnel, Records Management Supervisors, Suppliers, Solution Providers and Vendors, Executives, Users of Records Management, Users of Document & Enterprise Content Management, Personnel seeking to enhance their skills

Course Objectives:

At the end of this seminar participants will:

- Identify the characteristics of emotional and mental health
- Describe the values and self-esteem components of psychological health
- Define attitudes and work on overcoming the negative approach to life
- Discuss effective coping strategies that promote positive attitudes
- Build a fortress of a healthy mind and body
- Define and understand Neuro Linguistic Programming (NLP) and its relevance at work
- Identify their preferred thinking patterns and filters
- Use modelling techniques to improve their relationships with others
- Help participants manage time better (their own and other people's)
- Have an opportunity for participants to explore the skills and principles of time-management and exchange ideas, tips and techniques
- Have an opportunity to take stock of their current working practices and decide on an action-based strategy to 'work smarter'

- Be proactive in their continuous professional development and to provide them with a range of tools to support their learning

Course Outline:

Attitude

- Definition
- The environment we live in
- Changing environment
- Past experiences
- Negative world view
- Other people's behavior
- Negativity: the poison that kills dreams

How to Change Your Attitude

- Definition
- Observing your thinking
- The power of positive thinking "The 3Cs"
- Commitment
- Control
- Challenge
- Changing your behavior
- Unconscious incompetence
- Conscious incompetence
- Conscious competence unconscious competence

Optimism: Factors Affecting Happiness

- Genetics
- Life events
- Health and age
- Love and faith
- Humor
- Optimism
- How optimism influences health
- Psychological Health (EFT= Emotional Freedom Techniques)
- Emotional
- Mental
- Spiritual
- The mentally well individual
- Establishing and maintaining close relationships
- Carrying out responsibilities
- Valuing him/herself
- Accepting own limitations
- Feeling a sense of fulfillment in daily living
- Perceiving reality as it is

Neuro-Linguistic Programing (NLP)

- Definition and relevance
- The new technology of achievement

Discovering Your Own Filters at Work and Life

- Identifying our biases, perceptions and filters
- Using body language to influence others

Programming and Modeling Skills

- Improving self esteem
- Neuro-Linguistic Programming techniques
- The use of NLP in giving and receiving feedback

Dimensions of Time Management & Personal Effectiveness

- Programme introduction and objectives
- Action planning and enhancing personal and team effectiveness
- Making the most of office technology
- Chronistic intelligence
- Time-stealers and costs of poor time management
- Priority setting - rational and emotional approaches
- Ten principles of effective time management
- Handling and making requests
- Behavioural analysis and time management

Memory Reinforcement Techniques

- Your memory as a business tool
- Daily memory practice and training
- Using acronyms and the method of Loci

Developing Creativity/Continuous Improvement/Self-Development

- Developing creativity in self and others
- How the brain works and creative thinking techniques

- Developing a culture of continuous improvement
- Implementing change initiatives
- Influencing skills - making a case and managing the politics
- Continuing professional development - a proactive approach