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The Highly Productive & Effective Administrator

Introduction:

If you are a professional administrator in business, government, service industries, education, or any sector of industry, you should consider this specially designed Administrative program. This course will help you show your potentials to look at your own performance, find the best way to work with your colleagues and take responsibility for improving performance in the workplace around you. This course is designed to help you:

- Do your job better
- Gain additional knowledge and understanding about your current role
- Apply your new skills at work
- Maximize your personal development and equip you for promotion
- Progress to roles supervising and training others

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:

- Describe an organization in terms of its purpose, objectives, structure, culture and systems
- Understand the concept of workflow and of efficiency and effectiveness in relation to administrative performance
- Explain the purpose of jobs and the importance of motivation and satisfaction in relation to administrative roles
- Identify the causes of change in an office environment and propose techniques for minimizing employee resistance and stress
- Understand the importance of teams in the workplace and the factors involved in successful team working
- Have an in-depth introduction to the field of Administrative Management and serve as a benchmark in quality administrative procedures
- Define and understand the role of productivity and effectiveness in the success of the 21st century administrator
- Develop self-leadership capabilities which will enable professional advancement
- Enhance their thinking skills to facilitate turning problems into opportunities
- Build excellent relationships with people at all levels
- Organize and plan for the best performance and utilization of their time at the office

Course Outline:

Understanding Your Organization

- The purpose of organizations
- The Mission Statement, long-term aims, short-term objectives

- The growth of the organization, specialization (including administration)
- Forms of ownership, range of stakeholders, the role of profit
- The growing organization
- Size and complexity, organizational structure
- Organizational culture
- The concept of organizational culture, the nature of bureaucracy

Productivity and Effectiveness

- What is productivity?
- Efficiency versus effectiveness: differences and practical uses
- Optimizing quality and quantity of production through streamlining
- Signs of inefficiencies at your office
- Work-breakdown structures

Effective Self-Leadership

- Self-leadership as a prerequisite for leading others
- Understanding what makes you tick: personal values
- Performing a personal SWOT analysis
- Building on your talents
- Becoming more proactive

Working with People: Work, Jobs and People

- The purpose of jobs in relation to organizational aims and objectives
- The nature of administrative work, the impact of technology
- Designing jobs
- Motivating employees, creating satisfying jobs

- The role of the supervisor
- Allocating tasks, monitoring performance, providing feedback

The Thinking Administrator

- Using different thinking techniques to boost your professionalism
- Using creativity as a business tool
- Mental blocks and ways to overcome them
- Brainstorming your best options
- Solving office problems (and turning them into opportunities)
- Kaizen: focusing on continuous improvements
- Learning styles for professional development

The Power of Your Attitude

- What is Attitude? uses of attitude
- Perceptions, beliefs and their effect on attitude
- Going beyond a positive attitude
- Making things happen: the can-do attitude
- Using your attitude for professional excellence

Developing Your Work Relationships

- Building rapport with your manager, colleagues and clients
- Adapting to different working styles
- Navigating through people problems and problem people
- Enhancing your presentation/self-selling skills
- Applying the principles of emotional intelligence
- Best practices for delivering positive feedback

Organizing and Planning for Best Performance

- Setting challenging performance goals
- Putting key performance indicators (KPIs) to work
- Utilizing planning strategies/forward thinking
- Personal action-planning
- Developing a filing/document management system
- Acquiring stamina and resistance to stress

Dealing with Change

- The causes of change and their impact on administrative processes
- The concept of change drivers, both external and internal
- Office automation, linking the supply chain
- Interpersonal communication, management choice
- Responses to change
- Employee resistance to change
- The stress of change
- Planning and implementing change
- Fundamentals of project management
- Preventing resistance, managing stress

Managing Information Resources

- Information in the organization
- The nature of information, its users and uses, issues of quantity and quality
- Organizing data and information
- Filing systems, databases, data security and protection
- Retrieving online information

- Information searching, evaluating information

Technology in Administration

- Objectives and benefits
- Information technologies - intranets, document management systems
- Communication technologies
- Email, teleconferencing, computer-mediated communication

Improving Administrative Practice

- Performance measures in administration
- Quantitative and qualitative measures
- Performance indicators (e.g. Clerical, purchasing), quality assurance, management performance
- Solving administrative problems
- Information overload, poor communication, low productivity
- Taking a strategic view of administration
- Administration and competition, administration and the customer
- Professionalism in administration