



Telephone: 00971-2-6452630

The Effective Administrator: Best Performance & Productivity

Introduction:

Organizations nowadays are experiencing rapid changes which are creating several challenges to modern administrators. Most notably is the need for administrators to absorb more workload and improve on the quality of output. This course will equip you with precise strategies which will lift your productivity and effectiveness into new levels. You will learn how to spot and take advantage of opportunities for streamlining and simplifying work processes. You will also gain self-direction and self-management skills needed to propel your career and to help your department and organization. You will also develop and practice a variety of thinking abilities such as logical, analytical, critical and creative.

Moreover; you will appreciate and take advantage of the power of positive attitude which will enable you to develop proactive 'can-do' strategies. Similar strategies will be devised on how to build excellent relationship with your manager and colleagues and how to deal with conflict at the workplace. Furthermore, you will discover the extent to which emotional intelligence can assist you in expanding your horizon, managing yourself and people around you. Finally, this course will provide you with highly needed action plans for improving your competence in planning, prioritizing and organizing.

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 learn about:

- Explain why productivity and effectiveness are critical for the success of the 21st century administrator
- Develop self-management which will enable professional advancement
- Employ their thinking skills to facilitate turning problems into opportunities
- Apply the power of positive attitude at the workplace
- Build excellent relationships with people at all levels
- Plan and organize in order to maximize their use of time and improve their performance at the office

Course Outline:

Productivity and Effectiveness

- What is productivity?
- Efficiency versus effectiveness
- Optimizing quality and quantity of production through streamlining
- Signs of inefficiencies at your office
- Simplification of work processes
- Work breakdown structures

Effective Self-Leadership

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

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
- Kaizen: focusing on continuous improvements
- Learning venues 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
- Being proactive versus reactive
- 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
- Resolving conflict with a win-win outcome
- Applying the principles of emotional intelligence
- Best practices in dealing with your manager

Organizing and Planning for Best Performance

- Setting challenging performance goals
- Putting Key Performance Indicators (KPIs) to work
- Utilizing planning strategies and forward thinking
- Prioritizing your objectives
- Personal action planning
- The planning cycle