

THE EFFICIENT AND HIGHLY PRODUCTIVE ADMINISTRATOR



**SOM109
Secretarial &
Office
Management**

COURSE TITLE

THE EFFICIENT AND HIGHLY PRODUCTIVE ADMINISTRATOR

COURSE DATE/VENUE

18th-22nd May 26'

London, UK

COURSE REFERENCE

SOM109

COURSE DURATION

05 Days

DISCIPLINE

Secretarial & Office Management

COURSE INTRODUCTION

Organizations 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 the quality of output. This course will equip you with precise strategies which will lift your productivity and efficiency to new levels. You will also develop and practice a variety of behavioral competencies which will help you gain the needed relations. Finally, this course will provide you with highly needed technical competencies skills.

COURSE OBJECTIVE

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

- List the administrator challenges in the 21st century to be proactively ready for them
- Combine the efficiency and effectiveness concepts for higher productivity
- Develop technical competencies to enable professional advancement
- Apply administrator's soft skills to stand out of the crowd
- Use professional business writing techniques in internal and external communication

COURSE AUDIENCE

Administrators, office managers, personal assistants and any member of the general staff wishing to improve their personal skills and challenge themselves to excel in their mission at the office.

COURSE CONTENT

Day 1:

Administrator challenges of the 21st century

- Being a talent
- The changes in the psychological contract
- Seeing through obstacles
- Adaptability and change
- Gaining credibility
- Taking the initiative
- Embracing a positive attitude
- Customer relation



Day 2:

The productivity equation

- Productivity definition
- Effectiveness versus efficiency
- Signs of inefficiencies at your office
- Simplification of work processes
- Best practices to be more productive

Day 3:

Administrator soft skills

- Self-leadership
 - Personal SWOT analysis
 - Reactive versus proactive
- Effective communication:
- Types of communication
- Communication barriers

- Listening skills
- Time management:
 - Time wasters
 - Setting priorities
- Solving office problems (and turning them into opportunities)
 - Types of problems
 - Problem solving techniques
- Working as a Team

Day 4:

Technical competencies of the modern administrator

- Criteria of an administrator
- Competency explained
- Core competencies versus technical competencies
- Administrator's technical competencies:
 - Task planning
 - Organizing work and meetings
 - Information management
 - Utilization of office technologies

Day 5:

Efficient business writing skills

- Definition of business writing
- Setting emails, letters and memos in context
- Applying modern writing techniques
- Responding to different email/memo scenarios
- Promoting clarity in writing and avoiding any miscommunication

COURSE CERTIFICATE

TRAINIT ACADEMY will award an internationally recognized certificate(s) for each delegate on completion of training.

COURSE FEES

£5,500 per Delegate. This rate includes participant's manual, Hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

COURSE METHODOLOGY

The training course will be highly participatory and the course leader will present, guide and facilitate learning, using a range of methods including formal presentation, discussions, sector-specific case studies and exercises. Above all, the course leader will make extensive use of real-life case examples in which he has been personally involved. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Case studies & Practical Exercises
- 10% Role Play
- 10% Videos, Software or Simulators (as applicable) & General Discussions