

Course Outline

Day 1

Administrative Operations and Coordinators at Work

- Defining the tasks, skills, and mindsets to be great at the job
- Managing your roles, relationships, resources and responsibilities
- Motivating yourself and others to achieve excellence at work
- Managing your time and tasks effectively
- Thinking like a manager and leader – Changing your self-image

Day 2

Working with Others

- Excellent E-communications – From emails to online meetings
- Assertive communication – Express yourself with confidence and consideration for others
- Dealing with difficult people and situations
- Personality types at work
- Emotional intelligence
- Staying calm in a crisis

Day 3

Getting Organised

- Streamlining your procedures and policies
- Thinking clearly – using mind mapping to see the big picture and the details
- Basic project management skills
- Taking advantage of technology to manage your workload
- Keeping your manager/s organized
- Diary and travel management

Day 4

Administrative Tool Kit

- Solving problems and thinking creativity
- Making decisions – Logical and intuitively

- Delegating to get things done through others
- Giving feedback that motivates others to change
- Listening like you mean it
- Handling conflict situations smoothly

Day 5

Becoming a Professional

- Building your brand and reputation
- Becoming a leader
- Leadership styles
- Empowering others
- Presenting yourself in public
- How to structure a presentation
- Using visuals to help make an impact
- Continued learning