KOENIG SOLUTIONS · COURSE OUTLINE

Admin Ops: Communication, Delegation & Mind Mapping

Learn to manage administrative roles, communicate assertively, get organised with mind mapping, delegate, and present with confidence.

5 Days	5	31
DURATION	MODULES	TOPICS

COURSE OVERVIEW

This course covers the tasks, skills, and mindsets needed in administrative and coordinator roles, including managing roles, relationships, resources, and time. It then addresses working with others through e-communications, assertive communication, personality types, emotional intelligence, and handling difficult situations. Attention turns to getting organised, using mind mapping, basic project management, technology, and diary and travel management, followed by an administrative tool kit covering problem solving, decision making, delegation, feedback, listening, and conflict handling. The final part looks at becoming a professional, covering personal branding, leadership styles, empowering others, and presenting in public.

WHO THIS COURSE IS FOR

- **Administrative Assistants**
- **Office Coordinators**
- **Executive Assistants**
- **Personal Assistants**
- **Team Coordinators**

LEARNING OBJECTIVES

- Describe the tasks, skills, and mindsets needed in administrative roles
- Apply time management techniques to roles and responsibilities
- Apply assertive and e-communication techniques in the workplace
- Identify personality types and apply emotional intelligence at work
- Apply mind mapping to organise tasks and see the big picture
- Apply basic project management skills to administrative workloads
- Delegate tasks and give feedback that motivates others
- Plan presentations using structure and visuals to build impact

COURSE SYLLABUS

5 Modules, 31 Topics

DAY 1 Administrative Operations and Coordinators at Work

01

TOPICS

- 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

02

TOPICS

- 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

03

TOPICS

- 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

04

TOPICS

- 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

05

TOPICS

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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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