



## Achieving Administrative Excellence

Managing the Office of the Future

### ► Upcoming Sessions

16-20 Sep 2024	Dubai - UAE	\$5,950
28 Apr-02 May 2025	Dubai - UAE	\$5,950
23-27 Jun 2025	Dubai - UAE	\$5,950
15-19 Sep 2025	Dubai - UAE	\$5,950

### ► Training Details

#### Training Course Overview

Achieving administrative excellence requires versatility, adeptness at managing high-level responsibilities, and the ability to work swiftly and accurately. From coordinating workspaces and meetings to handling travel arrangements and assisting executives, mastering the multifaceted aspects of your professional life demands a diverse skill set and various attributes.

Our Anderson training course is designed to equip you with the practical expertise necessary to excel in a dynamic, multi-faceted role. Additionally, it focuses on cultivating the right mindset, instilling confidence, and fostering a sense of calmness to effectively manage yourself, your workload, and your professional relationships.

#### Training Course Objectives

**By attending this Anderson training course, delegates will be able to:**

- Work smarter and leverage their time to get things done quicker
- Set and achieve short and long term goals, as well as arranging meetings, projects and events successfully
- Communicate confidently and clearly at all levels
- Present themselves professionally in meetings and presentations
- Organise themselves, their office, and their executives more effectively

#### Designed for

**This Anderson training course is suitable for a wide range of professionals but will greatly benefit:**

- Office Managers or Coordinators
- Executive Secretaries
- Administrative Assistants
- Administrative Managers
- Executive Assistants

### ► Training Details

## Day One: Mastering your Workload

- ▶ What is your personal and work vision?
- ▶ The secrets to working smarter rather than harder
- ▶ Achieving long and short term goals through proper scheduling and prioritizing
- ▶ Setting up administrative systems and procedures that work
- ▶ Time Management secrets to adopt and time wasters to avoid
- ▶ The latest technology to help you achieve administrative excellence

## Day Two: Essential Communication Skills

- ▶ Common communication styles
- ▶ How to be an assertive communicator
- ▶ How to set boundaries without saying "no"
- ▶ Understanding different personality types
- ▶ Dealing with difficult personalities and situations
- ▶ Emotional intelligence at work
- ▶ Avoiding ego games and unnecessary conflicts

## Day Three: Working with your Boss and your Team

- ▶ Managing administrative responsibilities in the virtual work place
- ▶ Developing a strategic partnership with your boss
- ▶ Keeping on top of calendars, appointments and schedules
- ▶ Making travel and accommodation arrangements
- ▶ Preparing the office and tasks for your absence – holiday or lockdown
- ▶ Organising, attending and minuting meetings – online and in person

## Day Four: Professionalism in the Workplace

- ▶ Handling the Phone Professionally – avoiding common mistakes we all make
- ▶ Writing friendly and professional emails
- ▶ Social media and technology savviness
- ▶ Mind Mapping for organising and planning
- ▶ Event planning – Small and medium sized project planning basics
- ▶ Making confident, clear presentations – on line or in person
- ▶ Maintaining your professional image – even whilst working at home

## Day Five: Self and Stress Management

- ▶ Managing your responsibilities, roles, resources and relationships from the inside-out
- ▶ The power of the sub-consciousness
- ▶ How to remain motivated and passionate about work in times of uncertainty
- ▶ Handling stress and pressure and anger at work
- ▶ Work life balance – how to achieve it
- ▶ Taking care of yourself and others without burn out
- ▶ Where to go from here – continuing professional development

## ▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course.

## ▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: [+971 4 365 8363](tel:+97143658363)

Email: [info@anderson.ae](mailto:info@anderson.ae)

Request for a Tailor-made training and educational experience for your organization now:

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

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