



Leadership for Administrative Professionals

Manage your Time, Tasks, Team and Yourself with Clarity, Calmness and Confidence

► Upcoming Sessions

07-11 Oct 2024	Dubai - UAE	\$5,950
27-31 Jan 2025	Dubai - UAE	\$5,950
02-06 Jun 2025	London - UK	\$5,950
06-10 Oct 2025	Dubai - UAE	\$5,950

► Training Details

Training Course Overview

Administrative professionals have a unique role in the every day operations of a company. As an administrator, others will look to you for support. To be successful as an administrative professional you don't just need excellent management skills for handling multiple tasks and meeting deadlines, but the more subtle arts of leadership. This Anderson training course will enhance your leadership skills and enable you to influence and benefit those around you with your enthusiasm and personal example, with your clarity and vision and with your clear, confident and considerate communication. No matter what your job description, with honed leadership skills, you can definitely 'do more, be more and achieve more' for your self and your company.

Training Course Objectives

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

- ▶ Bring about change and influence decisions even when faced with resistance
- ▶ Manage changing roles, responsibilities, resources and relationships effectively
- ▶ Apply a spectrum of priority setting and time management strategies to proactively accomplish goals
- ▶ Analyze conflict, office politics, and interactions with difficult people
- ▶ Incorporate emotional intelligence and effective listening to be a more effective colleague, work partner and leader

Designed For

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

- ▶ Office Managers
- ▶ Coordinators
- ▶ Supervisors
- ▶ Team Leaders
- ▶ Senior Secretaries
- ▶ Project Managers
- ▶ New Leaders

▶ Training Details

Day One: The Administrator as Leader

- ▶ Setting the direction for your office and team
- ▶ Choosing the right leadership styles for every situation
- ▶ The difference between managers and leaders
- ▶ How to think, feel and act like a leader
- ▶ How to demonstrate authority diplomatically
- ▶ How to create your office culture and overcome resistance to change

Day Two: Confident, Clear and Considerate Communication

- ▶ Common communication styles
- ▶ How to be an assertive communicator
- ▶ Understand personality types and handling difficult behaviours
- ▶ Confident body language and voice usage
- ▶ Gender and cultural considerations in communication
- ▶ Running meetings that get results

Day Three: Working with Others

- ▶ Coaching Skills and giving feedback
- ▶ Managing conflict and learning to listen
- ▶ Delegating and working with an assistant
- ▶ Building a positive motivated team
- ▶ Mastering office politics
- ▶ Giving dynamic and influential presentations

Day Four: The Leader Tool Box

- ▶ Making better decisions faster
- ▶ Mind Mapping for improved creativity, problem solving, planning and decision making
- ▶ Planning events and projects
- ▶ Creativity and problem solving for you and your team
- ▶ Attending conferences and networking events
- ▶ Creating a green workplace

Day Five: The Self Managing Leader

- ▶ Developing self belief and self confidence
- ▶ The power of sub-conscious mind
- ▶ Using emotional intelligence at work
- ▶ The 8 habits of highly effective leaders
- ▶ Where to go next? Lifelong learning and career 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

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

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