



Achieving Administrative Excellence

Managing the Office of the Future

► Upcoming Sessions

01-05 Jul 2024	Online	\$3,950
14-18 Oct 2024	Online	\$3,950

► Training Details

Online Training Course Overview

Administrative excellence comes from the ability to wear many hats, cope with high-level responsibilities, and work with both speed and accuracy. Organising all the pieces and parts of your professional life - from work spaces to meetings to travel plans, as well as keeping executives organized, takes a huge range of skills and attributes. This Anderson online training course tackles both the practical know-how you need to give you an edge in a busy multi-faceted role, as well as the mind-set, confidence and calmness to manage yourself, your work and your working relationships.

Online Training Course Objectives

By attending this Anderson online 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 online 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

▶ Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 - 12:30	:	First Session
12:30 - 12:45	:	Break (15 minutes)
12:45 - 14:15	:	Second Session
14:15 - 14:30	:	Break (15 minutes)
14:30 - 16:00	:	Third Session

▶ The Certificate

An Anderson e-Certificate will be provided to delegates who attend and complete the online training course

▶ INFO & IN-HOUSE SOLUTION

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

Call us: +971 4 365 8363

Email: info@anderson.ae

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

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

**©2024. Material published by Anderson
shown here is copyrighted.**

All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.