



Administrative Leadership Skills for Professionals

Course Description:

- Administrative professionals have a unique role in the everyday 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.



The Training Course will highlight:

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- This 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 yourself and your company.

Course Objective:

By the end of this course delegates will be able to:

- Analyze conflict, office politics, and interactions with difficult people.
- 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.
- Incorporate emotional intelligence and effective listening to be a more effective colleague, work partner and leader.

WHO Should attend?

- Administrative Personnel, Supervisors, Administration Officers, Administrators, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Projects Administrators, Technical Assistants, Office Managers.

Course outline

Gender and cultural considerations in communication

Running meetings that get results.

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

The Leader Toolbox

- 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

Course outline

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