

# Management Skills for Administrative Professionals





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## Enhance your performance with management and leadership capabilities.

With tighter budgets and staff reductions, how often are you assigned additional responsibilities? How confident are you to face new challenges?

The support you provide as an administrative professional is vital to your organization's ability to achieve its goals and objectives. Today, most senior **managers expect you to have leadership and management skills** in order to set your own administrative priorities. In addition, you must have skills to manage all contacts, create, store and retrieve documents, plus a broad variety of other administrative skills. To do all of this successfully, **you need to have strategic insight and be able to innovate** better processes. At the same time, you must be tactical, process-oriented, and driven toward continuous improvement.

Your immediate takeaway:

- Effectively manage changing responsibilities
- Communicate and negotiate with confidence
- Apply management and leadership skills to achieve continuous improvement

This comprehensive programme gives you a wide range of skills to help you handle any work challenge with greater confidence and effectiveness. You will leave with an action plan of best practices to apply immediately on the job.

## Who should attend?

This programme is designed for experienced administrative professionals, including executive secretaries, administrative assistants, secretaries or other members of the administrative support staff who need to expand their management skills so they can better support their organization and enhance their careers.

**“Success in management  
requires learning as fast as  
the world is changing.”**

*Warren Bennis*





# How you will benefit

## How will you benefit?

After taking this programme, you will be able to:

- Manage changing roles and responsibilities whether working with bosses, peers, team members or customers
- Meet dynamic work expectations by expanding your proactive capabilities
- Clearly and confidently communicate and negotiate to manage conflicts and achieve results
- Apply emotional intelligence and effective listening practices to your job
- Use strategic diplomacy to handle office politics, difficult people and demanding situations

During this programme you will:

- Network and learn from a diverse group of peers from different functions, industries and countries
- Develop a personal action plan to implement back at work
- Learn and practice using real-world examples over 3 interactive days

## Why is this programme different?

- The programme is facilitated by an experienced business expert who knows what it is like to work in an international business environment and understands your challenges.
- Every year, many business people from more than 20 different countries join this programme and over 95% recommend it to their colleagues.
- This programme is about you! You will get intensive feedback from your facilitator and a multi-cultural group of participants.
- You will bring your own business challenges to the class and these will be addressed in the programme with solutions and input from the whole group.
- You will leave the programme with a concrete action plan to ensure you are implementing the learnings back at work and become a successful professional.

**“The Management Skills for the Administrative Professionals was an excellent course. I found the skills that I learned to be very useful to my position as a Senior Administrative Assistant for executive leadership. The course is broken up into 5 units - Managing Change, Responsibilities and Team Work, Time and Priorities, Relationships and Conflict, and Negotiations and Conflicts. The Instructor was amazing! We had a very experienced and talented instructor with a plethora of real life experience to work into the course.”**

*Catherine H*

# What will you learn and practise?

This 3-day programme is highly interactive with exercises and role plays.

## Programme Highlights:

### Learning Objectives

- Manage Changing Roles and Responsibilities When Working with Bosses, Peers, Team Members, and Customers
- Meet Dynamic Work Expectations Through Proactively Managing Time and Priorities
- Communicate and Negotiate with Clarity and Confidence to Achieve Results and Manage Conflicts

### Manage Change

- Use Personal Change Management to Work More Effectively with and Through Others
- Bring About Change Even When Faced with Resistance
- Apply a Systematic Approach to Plan and Engage Others in the Change Process

### Manage Roles, Responsibilities and Team Work

- Manage Roles, Responsibilities and Authority to Meet Goals
- Identify and Support Differing Work Style Preferences Using New Skills and Best Practices
- Recognize and Proactively Use Critical Thinking to Support Achievement of Team-Based Goals

### Manage Time and Priorities

- Establish a Systematic and Efficient Approach to Work Using Prioritization and Time Management Strategies
- Identify Strategic Uses of Technology to Manage Information and Better Utilize Time
- Evaluate Current Roles and Responsibilities to Identify Activities That Can Be Delegated

### Manage Relationships and Communication

- Use Emotional Intelligence and Effective Listening Practices to Prepare to Be an Effective Colleague, Partner and Leader
- Apply Assertive Communication Using Verbal and Nonverbal Behaviours
- Exhibit Confidence and Influence Using Tested Presentation Models

### Managing Negotiations and Conflicts

- Define the Sources of Conflict in the Workplace
- Employ Strategic Diplomacy to Handle Office Politics, Difficult People and Demanding Situations
- Negotiate to Empower Self and Others to Achieve Goals

### Action Plan

- Review a Comprehensive List of New Management Skills and Strategies Learned and Practiced Throughout the Program
- Reflect on Best Practices That Will Be Applied in the Near or Long Term

## Booking details

 <b>Duration</b>	<b>3 Days</b>
 <b>Type</b>	<b>Classroom</b>
 <b>Price</b>	<b>€2450</b>



**ALSO AVAILABLE AS AN  
IN-COMPANY PROGRAMME**

## Register Now

-  **+32 (0)2 543 21 20**
-  **registration@mce.eu**
-  **www.mce.eu**