MERCURY

Office Administrator Training Course



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Introduction:

Being an administrator of operations and coordinating how, when, and who does what within a team, is a highly skilled activity filled with many challenges.

This course will provide a unique opportunity to master the skills required for this job, from the macro to the micro.

From the leadership and management abilities to think big and organize, to the technical skills to plan and create procedures, along with the more subtle skills of communicating clearly and confidently with others.

Targeted Groups:

- Executive Assistants and Personal Assistants.
- Professionals in executive management roles.
- Business Managers and Directors.
- Company Leaders and Department Heads.
- Executive Secretaries and Secretarial Staff.
- Executive Support Staff.

Course Objectives:

At the end of this course the participants will be able to:

- Analyze and improve office policies and procedures
- Develop creative solutions to problems and make decisions
- Speak confidently and clearly in any public situations
- Stay calm and communicate assertively with even the most difficult people
- Delegate effectively and lead and motivate a team

Course Content:
Unit 1: Administrative Operations and Coordinators at Work

- Defining the tasks, skills, and mindsets to be great at the job
- Managing your roles, relationships, resources, and responsibilities
- Motivating yourself and others to achieve excellence at work
- Managing your time and tasks effectively
- Thinking like a manager and leader - changing your self-image

Unit 2: Working with Others:

- Excellent E-communications - from emails to online meetings
- Assertive communication - express yourself with confidence and consideration for others

- Dealing with difficult people and situations
- Personality types at work
- Emotional Intelligence
- Staying calm in a crisis

Unit 3: Getting Organised:

- Streamlining your procedures and policies
- Thinking clearly - using mind mapping to see the big picture and the details
- Basic Project Management Skills
- Taking advantage of technology to manage your workload
- Keeping your manager/s organized
- Diary and travel management

Unit 4: Administrative Tool Kit:

- Solving problems and thinking creativity
- Making decisions - logical and intuitively
- Delegating to get things done through others
- Giving feedback that motivates others to change
- Listening like you mean it
- Handling conflict situations smoothly

Unit 5: Becoming a Professional:

- Building your brand and reputation
- Becoming a leader
- Leadership styles
- Empowering others
- Presenting yourself in public
- How to structure a presentation
- Using visuals to help make an impact
- Continued learning