Course Overview:

In general, an administrative coordination manages and supports the offices of a business or organization. The main job duties typically include providing comprehensive administrative support, supervising support staff, and helping to manage the budget.

Course Objective:

- List steps for dealing with difficult people.
- Describe the communication process.
- Apply techniques for dealing with angry or upset people.
- Describe basic time-management skills.
- Develop an action plan to improve communication skills
- Become aware of their own natural negotiation and conflict management style
- Gain self-awareness of your conflict management style

Course Outline:

- The Role And Responsibility Of A Administrator
- Building Personal Credibility: Understanding Different Communication
- Styles And Different Kinds Of Bosses
- Dealing With Challenges
- Effective Team Building
- Delegating And Empowering Your People
- The Sources Of Conflict In The Organization
- Conflict Escalation And Steps To Prevent It
- Conflict Management Strategies
- Negotiation As A Mixed Motive Process
- Making Effective Decisions
- Working With Others
- Handling Difficult Situations

Who Should Attend:

- Ambitious Professionals
- Management Teams
- Team Members
- Administrators

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation