Course Overview:

Organizations are experiencing rapid changes which are creating several challenges to modern administrators. Most notably is the need for administrators to absorb more workload and improve the quality of output. This course will equip you with precise strategies which will lift your productivity and efficiency to new levels. You will also develop and practice a variety of behavioral competencies which will help yougain the needed relations. Finally, this course will provide you with highly needed technical competencies skills.

Course Objective:

By the end of the course, participants will be able to:

- List the administrator challenges in the 21st century to be proactively ready for them
- Combine the efficiency and effectiveness conceptsfor higher productivity
- Develop technical competencies to enable professional advancement
- Apply administrator's soft skills to stand out of the crowd
- Use professional business writing techniquesin internal and external communication

Course Outline:

Administrator challenges of the 21st century

- Being a talent
- The changes in the psychological contract
- Seeing through obstacles
- Adaptability and change
- Gaining credibility
- Taking the initiative
- Embracing a positive attitude
- Customer relation

The productivity equation

- Productivity definition
- Effectiveness versus efficiency
- Signs of inefficiencies at your office
- Simplification of work processes
- Best practices to be more productive

Administrator soft skills

- Self-leadership
- Personal SWOT analysis
- Reactive versus proactive
- Effective communication:
- Types of communication
- Communication barriers
- Listening skills
- Time management:
- Time wasters
- Setting priorities

Training Language:

English-Arabic

Training Methodology:

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

- Solving office problems (and turning them into opportunities)
- Types of problems
- Problem solving techniques
- Working as a Team

Technical competencies of the modern administrator

- Criteria of an administrator
- Competency explained
- Core competencies versus technical competencies
- Administrator's technical competencies:
- Task planning
- Organizing work and meetings
- Information management
- Utilization of office technologies

Efficient business writing skills

- Definition of business writing
- Setting emails, letters and memos in context
- Applying modern writing techniques
- Responding to different email/memo scenarios
- Promoting clarity in writing and avoiding any miscommunication

Who Should Attend:

Administrators, office managers, personal assistants and any member of the general staff wishing to improve their personal skills and challenge themselves to excel in their mission at the office.