Professional Skills For
ADMINISTRATORS & SECRETARIES
(Endorsed by ILM under ‘Office Management Specialist’)

22 - 26 Jul 2018, Dubai
25 - 29 Nov 2018, Dubai
INTRODUCTION

This practical and highly popular GLOMACS Office Administration training seminar rapidly develops the key skills and knowledge that enables new and developing office professionals to maximise their contribution in the workplace.

The training course shows you how to plan and organise efficiently, develop confident communication skills and proactively contribute to the successful achievement of the organisation’s goals.

OBJECTIVES

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

• Develop the skills and attributes of a first class office professional
• Make a greater contribution in their workplace
• Become more confident
• Become more proactive
• Communicate more confidently and effectively with your manager, colleagues and other departments
• Deal with the difficulties and pressures of working in a modern office
• Prioritise between urgent and important tasks
• Plan, organise and manage time more effectively
• Present yourself more confidently and efficiently
• Write, email and use the phone more professionally and effectively

TRAINING METHODOLOGY

This particular Office Admininstration training seminar is structured using a combination of interactive activities, group and individual exercises, role-plays and discussion interspersed with formal inputs supported by PowerPoint presentations.

Inter-group discussions to share working experiences are also an important ingredient in the process. Skills are introduced and revisited at regular intervals throughout the training course to facilitate reinforcement and to help delegates remember them.

The instructor are always on hand for one-to-one discussions with delegates regarding any problems or confidential matters that they may wish to discuss. On offer, each day following lunch, will be an open session for 1 hour, by request, for individual or group discussion(s) on any additional subjects required or problems or issues that delegates may have or wish to discuss.

ORGANISATIONAL IMPACT

Delegates attending this training seminar will better appreciate the knowledge, skills and competencies required to fulfill their current and future job/role requirements more effectively. They will be exposed to, and will have the opportunity to practice, sets of competencies that are an essential contribution towards achieving business objectives in a cost effective manner. They will have a better understanding of other people’s needs, perspectives, and how they may support and work with them to the benefit of all. The organisation will see the benefits of integrating such fundamental behaviours towards the provision on an enhanced service and support to their line managers, colleagues and customers.

Our underlying philosophy is simple and is based upon the notion that people are an employer’s greatest and most expensive asset therefore our aim is to provide maximum return on investment. Often what differentiates the successful executive administrator is a deep understanding of people and human behaviour coupled to an ability to respond and react appropriately. The aim of this training seminar is to enable people to provide first class service both within the organisation and with external customers.

PERSONAL IMPACT

Attendance on this high level training course will result in individuals being exposed to senior support staff from a wide range of organizations thereby creating a network of contacts. They will be introduced to a range of interpersonal and organisational competencies required to achieve superior performance in their support roles.

The well tried and tested approaches adopted in this innovative training seminar will benefit individuals whilst working and managing the pressure, tensions and demands of their respective workplaces.

Delegates will be exposed to a range of different proven techniques which the individual can tailor and modify to suit their own styles and organisational behaviours. They will have ample opportunity to practice many of these skills and competencies in a friendly atmosphere where maximum learning can take place.

WHO SHOULD ATTEND?

All office personnel would find this Office Administration training course highly beneficial, including administrators, PA’s and secretaries.
DAY 1
Setting the Scene, Assessing Existing Skills, Time Management
• General Introduction
• Assessing Prior Skills and Knowledge
• Competencies required
• Perceptions, Attitudes and Beliefs
• Learning Styles / Thinking Styles
• Time Management Skills
• Time Management Group Activity 1
• Video on Time Management
• Time Management Group Activity 2

DAY 2
Organising and Planning
• Managing Workflow
• Techniques for Organising and Planning – Brainstorming, SWOT Analysis, Goal Setting, Setting SMART Objectives
• Group Activity
• Mind Mapping
• Video
• Group Activity – Mind Mapping Exercise
• Managing Meetings

DAY 3
Communication Skills
• Understanding Assertiveness
• Group Activity on Assertiveness
• Listening and Questioning Skills
• Group Activity on Listening Effectively
• Body Language
• Group Activity on Body Language

DAY 4
Team Working
• Conflict Management
• Dealing with Difficult People
• Managing Upwards
• Stress Management
• Group Team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management

DAY 5
Presentation Skills
• Telephone Skills
• Writing Skills
• Email Etiquette
• Presentation Skills
• Group Exercise – delegates to prepare and present a 4 minute presentation on a topic to be agreed
• Review of the Week
REGISTRATION DETAILS

LAST NAME: __________________________________________
FIRST NAME: _________________________________________
DESIGNATION: _______________________________________
COMPANY: __________________________________________
ADDRESS: __________________________________________
CITY: ________________________________________________
COUNTRY: __________________________________________
TELEPHONE: _________________________________________
MOBILE: ____________________________________________
FAX: ________________________________________________
EMAIL: _____________________________________________

AUTHORISATION DETAILS

AUTHORISED BY: ______________________________________
DESIGNATION: _______________________________________
COMPANY: __________________________________________
ADDRESS: __________________________________________
CITY: ________________________________________________
COUNTRY: __________________________________________
TELEPHONE: _________________________________________
MOBILE: ____________________________________________
FAX: ________________________________________________
EMAIL: _____________________________________________

PAYMENT DETAILS

☐ Please invoice my company
☐ Cheque payable to GLOMACS
☐ Please invoice me

CERTIFICATION

Successful participants will receive GLOMACS’ Certificate of Completion

4 WAYS TO REGISTER

Tel: +971 (04) 425 0700
Fax: +971 (04) 425 0701
Email: info@glomacs.ae
Website: www.glomacs.ae

TERMS AND CONDITIONS

• Fees – Each fee is inclusive of Documentation, Lunch and refreshments served during the entire seminar.
• Mode of Payment – The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/ sponsor. Credit card and cheque payments are both acceptable.
• Cancellation / Substitution – Request for seminar cancellation must be made in writing & received three (3) weeks prior to the seminar date. A US$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.
• Hotel Accommodation – is not included in the course fee. A reduced corporate rate and a limited number of rooms may be available for attendees wishing to stay at the hotel venue. Requests for hotel reservations should be made at least three (3) weeks prior to the commencement of the seminar. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
• Attendance Certificate – a certificate of attendance will only be awarded to those delegates who successfully completed/ attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours.
• Force Majeure – any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.
• Fair Access / Equal Opportunities – In the provision of its services as a world-class Training Provider, the Company is committed to provide fair access / equal opportunities throughout the delivery of its courses and assessment leading to the completion of training seminars, or 3rd party qualifications/certifications.

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