

EFFECTIVE MANAGEMENT FOR SECRETARIES, PAS, & ADMINISTRATORS

5-Day Corporate Training Programme

OVERVIEW

The Effective Administration programme is a high impact program for personal assistants and secretaries to enhance their capacity for multitasking, back to back administration and management support services that ensure organizational efficiency. This programme aims to help participants create and manage the right working office environment whilst ensuring that organizational goals are met.

This programme offers opportunity to acquire expert insights, explore leadership & people management concepts, and examine actionable strategies for building the kind of leadership and people manager to enable employees to deliver their optimum performance.

WHAT YOU WILL ACHIEVE

Upon the completion of this program you will be able to:

- Understand the responsibilities and challenges in this role and gain the knowledge, skills and techniques to deal with them
- Develop the communication skills that are key to building trust and lasting professional relationships.
- learn how to adapt it to influence others effectively and credibly.
- Add value to your organisation's management team by learning how to use new and essential management tools.

WHAT YOU WILL LEARN

Day 1: Executive support roles and professional standards

- Executive support responsibilities
- Professional standards
- Organizing executive workflows and responsibilities

Day 2: Interpersonal communication and workplace diplomacy

- Professional communication
- Professional writing: emails, memos, minutes, and reports
- Interpersonal relationships
- Writing, listening and workplace etiquette

Day 3: Time, workload and office management

- Managing time, tasks, calendars and office processes
- Mastering multitasking and workload prioritization
- Organizing meetings, events, and travel arrangements
- Filing systems and document control best practices
- Coordinating meetings and travel arrangements

Day 4: Problem Solving, Confidentiality & Stress Management

- Proactive problem-solving and decision-making
- Handling confidential information with professionalism
- Managing stress and maintaining work-life balance
- Conflict resolution and workplace diplomacy

Day 5: Professional development and leadership skills

- Developing leadership qualities in support roles
- Supporting organizational change and innovation
- Personal development and professional confidence
- Leadership skills for administrative professionals

METHODOLOGY

Well-balanced theoretical and practical methodology, which includes interactive discussions, case studies, interactive activities/exercises and assignments to understand the concepts and their applicability

EVALUATION CRITERIA

Participants must have attended the sessions **at least 80%** of the sessions in order to receive a CERTIFICATE from Asia Pacific Regional Hub - Corporate Training Division of EIU-Paris

SPECIAL FEATURES YOU WON'T FIND ANYWHERE ELSE ...

Discussions are based on extensive practical experience, not just theory. Engaging interactions characterize the training sessions from start to finish, keeping everyone involved in the learning process, and applying what is learned to real-life work situations and circumstances. Collaborative work is assigned for enhance learning and mastery of knowledge and/or skills.

FEE & PAYMENT

USD 2,150/ per person

Fee Includes:

- 5-Day Training (Total 25 hours)
  - Time: 9.00 AM - 3.00 PM (1-Hour Lunch Break)
- Globally Recognized Professional Certificate
- Digital Training Resources
- Essential Stationery
- Tea/Coffee Breaks
- Working Lunches

**Note:* all other expenses are to be borne by participants.