

GULF INSTITUTE



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Administrative Operations and Coordination

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 training 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.

This training course will highlight:

- Basic Project Management
- Creating well-organized work procedures and workflow
- Excellent oral and written communication skills
- Solving problems and making decisions
- Leadership and Emotional Intelligence

OBJECTIVES

- This training course will provide you with the practical knowledge and inner confidence to handle the multi-faceted role involved with administrations and operations.

By the end of this training course, you 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

TRAINING METHODOLOGY

- Participants in this Administrative Operations and Coordination training course will enjoy interactive and practical exercises delivered through media to suit every kind of learning preference. The seminar will include activities in groups and pairs as well as individual exercises. Everyone will get the opportunity to discuss their work challenges in a supportive environment.

ORGANISATIONAL IMPACT

Employees who attend this training course will add value to their organisation by being empowered to implement the following skills:

- Communication Skills – The ability to communicate with anyone on any level of the company and customers with confidence and clarity
- Organisation Skills – Being an organised thinker and making improvements to processes and procedures
- Project Management Skills – Knowing how to organise tasks, delegate tasks and track progress
- Administrative Skills – Managing time, tasks and tools to get the job done right and right on time
- Managing and Leadership Skills – Being comfortable with managing and leading others from any position in the company

PERSONAL IMPACT

Delegates who attend this training course can expect to develop:

- An increase in motivation and self-confidence
- An in-depth understanding of different management styles and how to work with them
- The ability to be more self-aware and manage workplace stress and emotions
- Excellent communication skills
- A clear understanding of how to use their time to achieve results individually and with a team

WHO SHOULD ATTEND?

- The skills required by those working in Administrative Operations and Coordination are useful for anyone from general managers to office managers. Anyone who needs to coordinate the work of others to achieve results would benefit greatly from the contents of this seminar:

Although this course is suitable for a wide range of professionals it will greatly benefit:

- Office Managers
- Team Leaders
- Administrative Officers
- Operation Coordinators
- Project Managers
- New Managers and Supervisors

Course Outline

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

Working with Others

- Excellent E-communications – from emails to 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

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

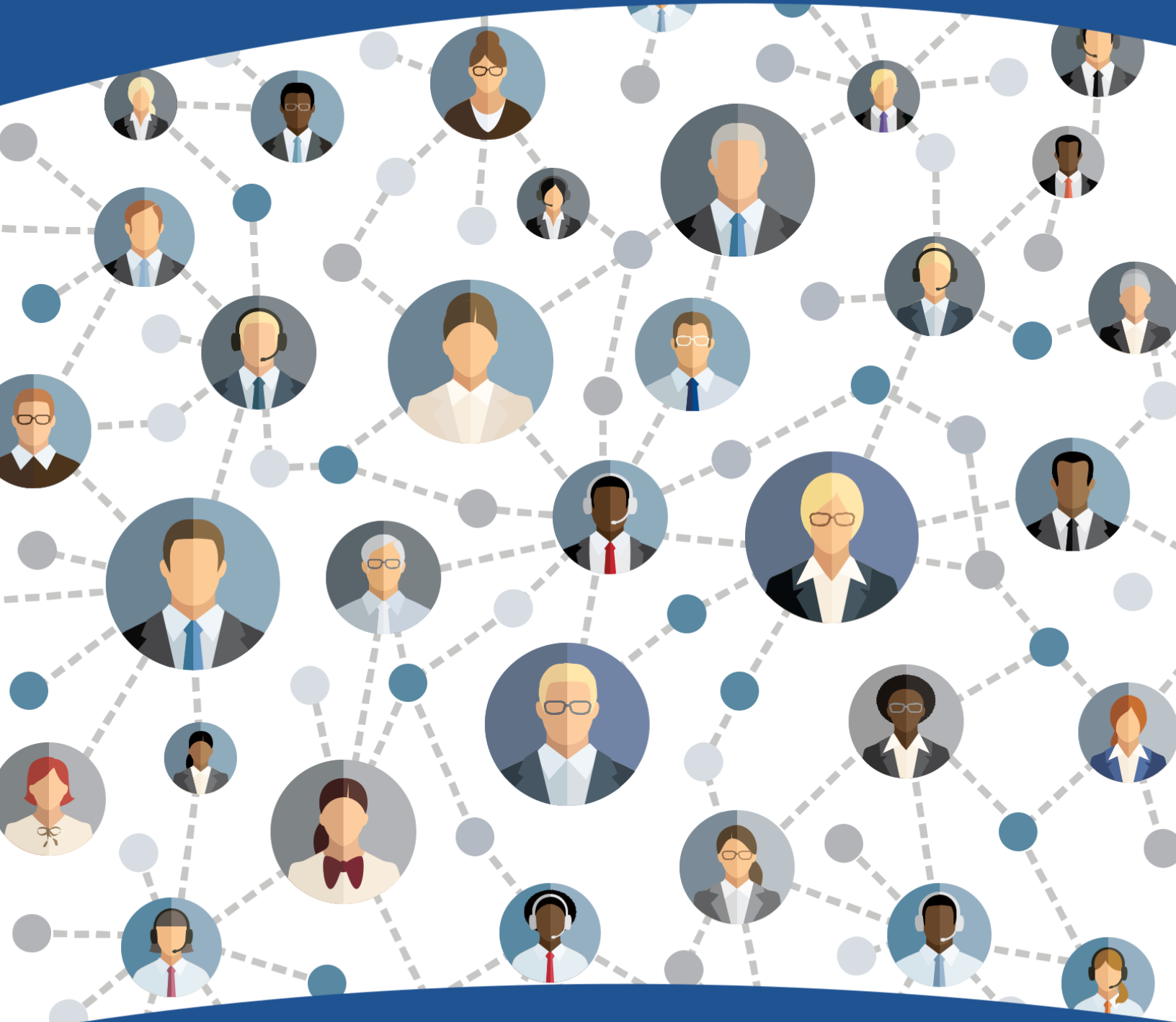
Administrative Tool Kit

- 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

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

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