Leadership Skills for Administrative Professionals

Duration: 5 Days

Language: en

Course Code: MG1-109

Objective

Upon completion of this course, participants will be able to:

- Understand the key skills of leadership.
- Review and develop your organisational, communication, and interpersonal skills.
- Incorporate emotional intelligence and effective listening in your work life.
- Generate productive change and influence decisions in the face of resistance.
- Effectively manage responsibilities, resources, and relationships.
- Develop a decisive and practical action plan for yourself and your team.

Audience

This course is intended for:

- Office Managers, Coordinators, and Supervisors
- Team Leaders and Project Managers
- Senior Administrators and Secretaries
- Anyone looking to develop or enhance their leadership skills

Training Methodology

This course employs a variety of adult learning styles to ensure full understanding and comprehension. Participants will review case studies to highlight key areas of importance and potential pitfalls. They will receive the most effective tools for learning exercises and enhancing their skills. By analysing these examples, participants will thoroughly understand how the skills, techniques, and methods apply in the workplace.

Summary

Administrative professionals are essential to supporting an organisation's everyday operations. In addition to expertise in multitasking and meeting deadlines, you need to develop your interpersonal and management skills to contribute to the success of your team, your organisation, and yourself.

This course provides you with a diverse set of management skills to communicate effectively, oversee a network of working relationships, and cultivate effective leadership strategies. You will learn to build a positive, focused, and motivated team and employ creativity, problem-solving, and emotional intelligence to achieve positive results.

Course Content & Outline

Section 1: Leadership as a skill

- Differentiate between leaders and managers.
- Review the competency model of skills, behaviours, and values.
- Appraise your own set of competence skills.
- Outline how to demonstrate diplomatic authority.
- Match appropriate leadership styles to situations.
- Identify time management constraints.
- Discuss action planning for time management.
- Define a direction and office culture for your team.
- Investigate strategies to overcome resistance to change.

Section 2: Communicating with Confidence, Clarity, and Consideration

- Describe common communication styles.
- Identify the traits of assertive communication.
- Explore how to express confident verbal and body language.
- Outline the influences of gender and culture on communication.
- Characterise team roles and team working.
- Organise and run meetings that get results.
- Deliver dynamic presentations.
- Summarise key briefing and follow-up skills.

Section 3: Managing Working Relationships

- Examine personality types and working styles.
- Identify strategies to build a motivated team.
- Discuss delegation and how to work with an assistant.
- Describe coaching skills and giving feedback.
- Characterise the dimensions of performance.
- Explore techniques to manage conflict.
- Practise active listening.
- Determine how to manage requests and conflicting priorities.

Section 4: The Art of Leadership

- Identify the habits of effective leaders.
- Employ emotional intelligence at work.
- Explore the power of the subconscious mind.
- Develop improved self-belief and self-confidence skills.
- Discuss how to make timely and effective decisions.
- Use mind mapping to improve creativity, problem-solving, planning, and decision-making skills.
- Develop a lifelong learning and career development plan.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Administration & Secretarial, Management & Leadership

Tags

Leadership, Administrative, Leader, Skills, Entrepreneurship

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