

Mastering Administrative Excellence

Duration: 5 Days

Language: en

Course Code: MG1-118

Objective

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

- Equip participants with the essential skills to thrive as an administrative assistant in a modern business environment.
- Enhance organisational, technological, and communication abilities.
- Develop critical thinking, problem-solving, and project management skills.
- Foster adaptability, professionalism, and a proactive work ethic.

Audience

This course is intended for:

- Current administrative assistants seeking to enhance their skills.
- Professionals transitioning into administrative roles.
- Office managers and executive assistants aiming to stay ahead of industry trends.

Training Methodology

This course employs a blend of interactive lectures, practical workshops, group discussions, and case studies. Participants will apply the skills learned through hands-on activities and real-world scenarios. The course also includes self-assessment exercises and peer feedback to ensure a comprehensive understanding and application of the material.

Summary

The course empowers administrative professionals with the essential skills to excel in today's dynamic business environment. As administrative assistant roles evolve, this course provides in-depth training on organisational efficiency, technological proficiency, communication excellence, and project management. Participants will develop critical thinking, problem-solving abilities, and a strong professional presence, equipping them to meet the demands of modern workplaces. This course prepares you to become a pivotal asset in any organisation through interactive learning and practical application.

Course Content & Outline

Section 1: The Role of the Modern Administrative Assistant

- Evolution of the administrative role

- Key responsibilities and expectations

Section 2: Organisational Mastery

- Prioritising tasks and time management
- Developing efficient workflows

Section 3: Technological Proficiency

- Essential office software and tools
- Leveraging digital tools for task automation and efficiency

Section 4: Professionalism and Composure

- Stress management techniques
- Enhancing emotional intelligence in the workplace

Section 5: Communication Excellence

- Mastering written and verbal communication
- Effective negotiation and conflict resolution

Section 6: Project Management Skills

- Fundamentals of project management
- Applying project management techniques to administrative tasks

Section 7: Analytical Thinking and Problem Solving

- Developing critical thinking skills
- Applying analytical methods to solve workplace challenges

Section 8: Continuous Learning and Development

- Staying updated with industry trends

- Creating a personal 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

administration, Administrative Professionals, Problem-solving

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In this blog post, we delve into the evolving role of administrative assistants in 2024. Discover the importance of their contribution, explore where they work, and learn why a career in administration is worth pursuing. Gain valuable insights and practical tips to excel in your role, enhance your skills, and