



Cyprus College

The School of Professional Studies



STRATEGIC SKILLS FOR ADMINISTRATIVE PROFESSIONALS: TEAM-UP WITH YOUR BOSS

7 CPD UNITS

This program, designed for administrative professionals, develops key administration management competencies, with a specific focus on communication skills, improved problem solving, decision making, and working within a dispersed work environment. The goal is for administrative professionals to build trust and credibility to strengthen their relationship with their boss and increase their effectiveness as to become an effective resource for peak performance within their organization.

This administrative skills training course combines proven-by-practice methods with new insights and ideas that will improve delegates' collaboration with their boss. Delegates will gain a wider perspective of their role through gamification and practical exercises.

DATES & VENUE



NICOSIA

21/03

TUESDAY

9.00-17.00

COST: €150+VAT

HRDA SUBSIDY: €119

FINAL COST: €59.50



Classroom

INSTRUCTOR: ANDRIE PENTA (BA (HONS), MSC, CIM, AICI)

Andrie studied Marketing and Business Management in London where she also acquired the Advanced Certificate from the Chartered Institute of Marketing London. She oversaw marketing and communications at EY Cyprus until 2008. At the same time, she graduated with Distinction from London and was awarded a Master's degree in Strategic Marketing. In 2008, she founded Penta Marketing Art, which provided marketing and public relations solutions for private and public companies. In 2010, she founded the Cyprus Image Institute after obtaining the title of Certified Image Maker (with attendance in London) and joined as an associate member of the Association of Image Consultants International. At 27, Andrie was the youngest nominated Ambassador for Female Entrepreneurship for Europe, serving since then as a business advisor and mentor. In 2013, Andrie was designated as the Goodwill Ambassador of the Hope in Life Foundation and a Cypriot Woman of the Year (2013) finalist. She was a Senior Manager at the Markets department of KPMG in Cyprus, and she held the role of the CEO of the Ronald McDonald House Charities of Cyprus until 2022. Andrie is a Certified trainer by the Human Resource Development Authority of Cyprus. Her areas of expertise include Communication, Marketing, Customer Experience, Personal Branding, Public Speaking, Media Training, Management Skills, and Leadership.

TOPICS TO BE COVERED

Taking a Leadership Mindset

- Thinking & communicating more proactively with an executive frame of mind
- Developing an organizational mindset to improve your relationships with your boss and upper management

Understanding Your Boss (and Yourself)

- Identify Your Own Behavioral Style Preferences
- Identify Your Boss' Behavioral Style & Build a Better Working Relationship
- Identify How to Build Trust with Each Type of Behavioral Style and Make a Trust-Building Plan to Incorporate with Your Boss

Anticipating your Boss's needs with good Communication skills

- Barriers to Effective Communications
- Strategies for Improving Communications with "Difficult" People
- The Powerful Influence of 'Body Language': Speaking without Words
- Getting Your Point Across: Know What to Say and When to Say It

Competencies and Time Management

Team Working

- Managing Upwards
- Working Effectively as Part of a Team

TARGET GROUP

This training course is designed for Executive/Management Secretaries, Executive Assistants and PA's, Secretaries, Administrative Assistants, Office Assistants & Administrators, Senior Administrative Support Staff, Project / Team Assistants.

LANGUAGE OF INSTRUCTION: ENGLISH

Take the **next step UP** in your career. Sign up now!

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