



THE DYNAMIC ASSISTANT:

LEADERSHIP EXCELLENCE FOR ADMINISTRATORS

7 CPD UNITS

COURSE DESCRIPTION

Designed for administrative professionals, this program 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 to help you become an effective resource for peak performance within your organization. In this course, the tutor, an experienced trainer, and a speaker share ways in which you can learn to adopt a leadership mindset to ensure you are prioritizing the right things and making the right decisions, applying critical thinking, creative problem solving, as well as self-reliant decision-making.

After taking this course, you'll be more equipped to convey confidence in your everyday contacts and be better able to handle pressure, conflict, and demands at work.

TARGET GROUP

This program is especially designed for Administrative Professionals, Office/Executive Assistants, Receptionists, Communication Officers, and other Support Professionals.

INSTRUCTOR

Andrie Penta (BA (HONS), MSC, CIM, AICI)

LANGUAGE OF INSTRUCTION

English

TOPICS TO BE COVERED

Your Leadership Mindset Development

- Personal and organizational objectives
- Taking an executive mindset when talking and thinking more proactively
- Developing an organizational attitude to strengthen your bonds with your superiors.

Managing Performance Proactively

- Identifying root causes and underlying issues from an organizational perspective
- Determining key factors in improved decision making
- Prioritizing workload using decision-making abilities

Communication Fluency

- Barriers to Effective Communications
- Communication Improvement Techniques for "Difficult" People

Competencies and Time Management Skills

Team Working

- Conflict Management and Resolution
- Workplace Stress Management
- Working Effectively as Part of a Team

Dress for the occasion

DATES & VENUE

NICOSIA

21/11 | TUESDAY | 9.00-17.00

COST: €130+VAT

DISCOUNTS ARE AVAILABLE FOR MULTIPLE REGISTRATIONS FROM THE SAME ORGANIZATION



Take the **next step UP** in your career. Sign up now! Tel: 22713230 | Email: SPSNicosia@cycollege.ac.cy