



TEAM-UP WITH YOUR BOSS

7 CPD UNITS

STRATEGIC SKILLS FOR ADMINISTRATIVE PROFESSIONALS

COURSE DESCRIPTION

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.

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.

INSTRUCTOR

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

LANGUAGE OF INSTRUCTION

Greek

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 & Communicate effectively

- Barriers to effective communication
- Strategies for Improving communication with "Difficult" people
- The powerful influence of 'Body Language': Speaking without words
- Getting your point across: Know what to say & when to say it

Competencies & Time Management

Team Working: Managing upwards

DATES & VENUE

NICOSIA

05/12 | TUESDAY | 9.00-17.00

COST: €130+VAT* | HRDA SUBSIDY: €84 | FINAL COST: €46

*VAT IS NOT APPLICABLE TO RECIPIENTS OF HRDA SUBSIDY



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