

STRATEGIC SKILLS FOR ADMINISTRATIVE PROFESSIONALS: TEAM UP WITH YOUR BOSS

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.

LANGUAGE OF INSTRUCTION
English

TOPICS TO BE COVERED

- Taking a Leadership Mindset
- Thinking & communicating more proactively
- 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'
- Getting your point across: Know what to say & when to say it
- Competencies & Time Management
- Team Working: Managing upwards

INSTRUCTOR

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

DATES & VENUE

NICOSIA

29/03 | FRIDAY | 9.00-17.00

COST: €130+VAT* | HRDA SUBSIDY: €104 | FINAL COST: €26

*HRDA-APPROVED SEMINARS ARE EXEMPTED FROM VAT FOR ELIGIBLE ORGANISATIONS

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

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