Critical Competencies for Administrators & Secretaries

PROGRAMME DURATION:
Three days

PROGRAMME OBJECTIVE:
The objective of this programme is to provide participants with a specific set of organisational skills and self-management competencies in order to enhance their effectiveness, job satisfaction and career prospects.

PROGRAMME INTRODUCTION:
- ❑ gain insight into the key role of supporting corporate business executives
- ❑ gain confidence
- ❑ gain a better understanding about how to handle confidential matters that have been entrusted to them
- ❑ be better equipped to handle responsibility that has been delegated to them
- ❑ learn about the critical competencies that are required by Administrators and Secretaries
- ❑ realise their personal capability by turning potential into performance in respect of these targeted competencies

Administrators and Secretaries are mostly busy working their way up the corporate ladder, having passed through various support roles en route. As such, they have collected much insight into organisational functioning, and are valuable links in the corporate structure.

This programme aims to further equip Administrators and Secretaries with the high-level skills and competencies they require in order to function even more effectively in their roles. These skills include the exercise of discretion regarding confidential matters, interpersonal skills, public relations, executive meeting secretarial role, screening and routing calls, establishing success-oriented work habits, handling conflict, problem-solving and decision-making, managing one's own stress and assisting one's manager to manage his/her stress.

LEARNING OUTCOMES:

WHO SHOULD ATTEND?
Administrators and Secretaries with career potential, or those other personnel who desire to move towards a career as Administrators and Secretaries.

PROGRAMME METHODOLOGY:
This programme is interactive, allowing for lively participation and sharing of experience during sessions. Input from the programme facilitator will focus on key aspects of the work of administrators and secretaries. This will be complemented by case studies, applied assignments, group discussions and video presentations in order to facilitate experiential learning and transfer of skills from the classroom to the workplace.

DAILY TOPICS TO BE COVERED:

Day 1

Introduction
- ❑ The role of an Administrator or a Secretary

The realm of an Administrator or Secretary
- ❑ Understanding the roles and responsibilities of various levels within a corporation
- ❑ Insight into high-level (managerial) corporate functioning
- ❑ Adapting to changes
- ❑ Five predictable workplace changes ahead

Social styles and career competence
- ❑ What is my social style?
- ❑ What does my social style say about my career choice and future choices?
- ❑ How to profile someone else's social style
- ❑ How to predict behaviour using the social styles model
- ❑ How to motivate someone else using the model
- ❑ Increasing one's versatility at work

Emotional intelligence at work
- ❑ What is emotional intelligence, and why is there so much talk about "EQ" today?
- ❑ What makes up my emotional intelligence?
- ❑ How to develop your emotional intelligence (EQ)

Personal effectiveness for Administrators and Secretaries
- ❑ What it means to be "Personally Effective"
- ❑ Self esteem
- ❑ Mood control

Critical skills for an Administrator or Secretary
- ❑ Delegating and follow-up
- ❑ Use of modern office technology
- ❑ Preparing and (or) delivering presentations
- ❑ Speed-reading
- ❑ Memory skills

Day 2

The importance of communication skills
- ❑ Assertiveness
- ❑ Recognising behaviour styles
- ❑ Responsible language
- ❑ Listening skills
- ❑ Questioning techniques

Three universal rules for effective interpersonal interactions
- ❑ Asking for help in solving a problem
- ❑ Listening and responding with empathy
- ❑ Maintaining or enhancing self-esteem

How to cope with another person's anger
- ❏ The LSCPA method - it works!

Three components for building trust levels
- ❏ Demonstrated competence
- ❏ Perceived intent
- ❏ Propriety

The Johari window
- ❏ A model for developing and enhancing work relationships
- ❏ Receiving feedback
- ❏ Disclosing

Goal-setting and achievement
- ❏ The importance of goals for career development
- ❏ How to set personal and career goals
- ❏ Developing action plans
- ❏ Implementing plans and handling problems along the way
- ❏ Reviewing one's progress
- ❏ How to develop and use a goal matrix

Day 3

Problem-solving and decision-making for Administrators or Secretaries
- ❏ Appraising situations
- ❏ Problem-solving
- ❏ Making decisions
- ❏ Ensuring success
- ❏ Capitalising on opportunities

How Administrators or Secretaries can manage conflict
- ❏ How conflict originates
- ❏ Causes of conflict at work
- ❏ How to deal constructively with conflict
- ❏ Win-win

How Administrators or Secretaries can manage stress
- ❏ Managing stress and staying well
- ❏ Type A and Type B personalities
- ❏ The root causes of stress
- ❏ What is stress?
- ❏ Stress management techniques that can give you your life back!

How Administrators or Secretaries can manage time and priorities
- ❏ The importance of time and priority management as a career skill
- ❏ Urgent vs. important
- ❏ Managing "busyness"
- ❏ Managing time
- ❏ Using time smartly

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