



Critical Competency for Administrators (3 Days)

Aim: Learn how to build a competency based system. .

Introduction:

In today's world of ever-changing administration techniques it is important to have the right kind of competency building qualities.

Workshop Aims:

The main Objectives for candidates of this training program can be set out as follows:

- **Demonstrate a broad understanding of the role and scope of modern progressive human interaction.**
- **Understand the role of administrators and secretaries within the team.**
- **Appreciate the knowledge and demonstrate the competences required to enhance their role.**
- **Give more effective support to their manager and colleagues.**
- **Identify and plan ways in which they may increase their involvement in the department.**
- **Enhance their interpersonal communication skills.**
- **Improve their own time management skills.**
- **Consider and plan their own development.**

Workshop Content

The Role of the Administrator and Secretary: -

- The changing role of secretaries and administrator.
- Type 1 and Type 2 thinkers.
- Other people's worlds.
- Perception v reality.
- Understanding and managing the different motives of people you deal with.

Understanding yourself and others behavior better:-

- Understanding personality, behavior and relationships.
- The roles of individuals, groups and leaders.
- Characteristics of individuals in effective teams.
- Working as a team player.

Desk and Time Management: -

- Managing your time more effectively.
- Identifying and dealing with the time wasters.
- Dealing with interruptions.
- Planning and managing your own and others time.
- Thinking creatively to effect improvement.

Assertiveness and Interpersonal Relations: -

- Distinguishing between assertion and aggression.
- How assertive are you?
- Giving and taking constructive criticism.
- Working together in a team.

Personal skills and Competence enhancement:-

- Problems in communicating effectively.
- Understanding and dealing with change and stress.

How You Will Benefit

- This seminar provides interpretation of the new standard
- It could be tailored to a particular needs of your organization
- This course is unique and never been delivered by any private organization in the region.
- The course is available in English and Arabic Languages for ease of understanding.

Designed for



All courses from AVTC Training Portfolio may be adapted to your needs and delivered to your offices!

Benefits:

- Ideal for groups of 10 or more
- Reduces training expenses by more than half
- Customized — tangible and concrete approach to problem solving for business results.
- Stimulates synergies among groups for developing best practices to generate results and cultural changes.
- Encourages open discussions: Issues are raised openly and solutions are uncovered for business results.