# Operation and Coordination Skills for Administrative

## Course Outcomes

- This training course will provide you with the practical knowledge and inner confidence to handle the multi-faceted role involved with administrations and operations.
- By the end of this training course, you will be able to;
- Analyze and improve office policies and procedures
- Develop creative solutions to problems and make decisions
- Speak confidently and clearly in any public situations
- Stay calm and communicate assertively with even the most difficult people
- Delegate effectively and lead and motivate a team

## Course Outline;

- Administrative Operations and Coordinators at Work
- Defining the tasks, skills, and mindsets to be great at the job
- Managing your roles, relationships, resources and responsibilities
- Motivating yourself and others to achieve excellence at work
- Managing your time and tasks effectively
- Thinking like a manager and leader – Changing your self-image
- Working with Others
- Excellent E-communications – From emails to online meetings
- Assertive communication – Express yourself with confidence and consideration for others
- Dealing with difficult people and situations
- Personality types at work
- Emotional intelligence
- Staying calm in a crisis
- Getting Organised
- Streamlining your procedures and policies
- Thinking clearly – using mind mapping to see the big picture and the details
- Basic project management skills
- Taking advantage of technology to manage your workload
- Keeping your manager/s organized
- Diary and travel management
- Administrative Tool Kit
- Solving problems and thinking creativity
- Making decisions – Logical and intuitively
- Delegating to get things done through others
- Giving feedback that motivates others to change
- Listening like you mean it
- Handling conflict situations smoothly
- Becoming a Professional
- Building your brand and reputation
- Becoming a leader

- Leadership styles
- Empowering others
- Presenting yourself in public
- How to structure a presentation
- Using visuals to help make an impact
- Continued learning