

## The Highly Productive and Effective Administrator

### Why Attend

Organizations nowadays are experiencing rapid changes which are creating several challenges to modern administrators. Most notably is the need for administrators to absorb more workload and improve on the quality of output. This course will equip you with precise strategies which will lift your productivity and effectiveness into new levels. You will learn how to spot and take advantage of opportunities for streamlining and simplifying work processes. You will also gain self-direction and self-management skills needed to propel your career and to help your department and organization. You will also develop and practice a variety of thinking abilities such as logical, analytical, critical and creative. Moreover, in this course you will appreciate and take advantage of the power of positive attitude which will enable you to develop proactive 'can-do' strategies. Similar strategies will be devised on how to build excellent relationship with your manager and colleagues and how to deal with conflict at the workplace. Furthermore, you will discover the extent to which emotional intelligence can assist you in expanding your horizon, managing yourself and people around you. Finally, this course will provide you with highly needed action plans for improving your competence in planning, prioritizing and organizing.

### Course Methodology

This course is structured using a combination of interactive activities, group and individual exercises, role plays and discussions. It also uses tools to assess personal talents and areas of improvement and will help participants devise improvement plans in this regard. Participants will be coming up with their own strategies to overcome real life scenarios and will be given the chance to challenge and defend findings.

### Course Objectives

By the end of the course, participants will be able to:

- Explain why productivity and effectiveness are critical for the success of the 21st century administrator
- Develop self-management which will enable professional advancement
- Employ their thinking skills to facilitate turning problems into opportunities
- Apply the power of positive attitude at the workplace
- Build excellent relationships with people at all levels
- Plan and organize in order to maximize their use of time and improve their performance at the office

### Target Audience

Administrators, office managers, personal assistants and any member of the general staff wishing to improve their personal skills and challenge themselves to excel in their mission at the office.

### Target Competencies

- Self-management
- Attention to details
- Creativity
- Building bonds

- Emotional intelligence
- Organizing
- Planning

### Location & Date

23 Oct - 27 Oct, 2016  
 Dubai, Arabic  
 Rotana Arjaan Media City

6 Nov - 10 Nov, 2016  
 Riyadh, Arabic

25 Dec - 29 Dec, 2016  
 Dubai, English  
 Rotana Arjaan Media City

19 Feb - 23 Feb, 2017  
 Dubai, English

16 Apr - 20 Apr, 2017  
 Riyadh, Arabic

24 Sep - 28 Sep, 2017  
 Dubai, English

17 Dec - 21 Dec, 2017  
 Dubai, Arabic

*Meirc reserves the right to alter dates, content, venue and trainer with a reasonable notice time.*

### Fees: US\$

Per participant

US\$ 4,600

Frequent nomination

US\$ 4,140

*One extra free place for every 2 paid nominees on any course run by Meirc during the same week*

**SAVE  
UP TO 33%**

Register two participants on the same course and date, and **get one extra free seat** on any course run by Meirc during the same week



### Course Outline

- Productivity and effectiveness: gateways to the 21st century administrator
  - What is productivity?

- Efficiency versus effectiveness: differences and practical uses
- Optimizing quality and quantity of production through streamlining
- Signs of inefficiencies at your office
- Simplification of work processes
- Work breakdown structures
- **Effective self-leadership**
  - Principles of self-leadership
  - Self-leadership as a prerequisite for leading others
  - Understanding what makes people 'tick': personal values
  - Performing a personal SWOT analysis
  - Building on your talents
  - Becoming more proactive
- **The thinking administrator**
  - Using different thinking techniques to boost your professionalism
  - Using creativity as a business tool
  - Mental blocks and ways to overcome them
  - Brainstorming your best options
  - Solving office problems (and turning them into opportunities)
  - Kaizen: focusing on continuous improvements
  - Learning venues for professional development
- **The power of your attitude**
  - What is attitude?
  - Uses of attitude
  - Perceptions, beliefs and their effect on attitude
  - Going beyond a positive attitude
  - Being proactive versus reactive
  - Making things happen: the 'can-do' attitude
  - Using your attitude for professional excellence
- **Developing your work relationships**
  - Building rapport with your manager, colleagues and clients
  - Adapting to different working styles
  - Wearing the right 'hat'
  - Navigating through people problems and problem people
  - Resolving conflict with a win-win outcome
  - Applying the principles of emotional intelligence
  - Best practices in dealing with your manager

- Organizing and planning for best performance
  - Setting challenging performance goals
  - Putting Key Performance Indicators (KPIs) to work
  - Utilizing planning strategies and forward thinking
  - Prioritizing your objectives
  - Personal action planning
  - The planning cycle