



Efficient Administration Skills



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Meirc
Training & Consulting

Why Attend

This course aims to help you raise your efficiency levels and develop competencies that will help you push up your career higher. You will understand the importance of being a team player and will give you insights of what, you as team member, can do to enhance team work. You will also understand that the rapid changes around us necessitate a change in attitude and a need to develop highly needed skills to succeed in the modern world of administration. You will develop verbal and written communication skills which will enable you to proactively and confidently contribute to the successful achievement of the organization's goals. You will also be able to design action plans that will enable you to transfer the learning of this course to your work place. This course will also create opportunities for your personal development and for accepting challenges when they arise. Moreover, we will show you ways to manage your time, plan for results, professionally handle the telephone and enhance your memory.

Course Methodology

This course is structured using a combination of interactive activities, group and individual exercises, role plays and discussions. Participants will use tools to assess personal talents and areas of improvement and will devise improvement plans accordingly. They will come 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:

- Employ a proactive role in handling job responsibilities within a team environment
- Demonstrate an understanding of the modern administrator's highly needed abilities
- Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency
- Apply professional business writing techniques in writing e-mails
- Handle telephone calls properly and professionally
- Develop self management and deal with time wasters
- Practice memory enhancement techniques with several reinforcement methods and exercises

Target Audience

Administrators, assistant administrators and secretaries. Also, those who aspire to become administrators will benefit from this course.

Target Competencies

- Team work
- Proactive thinking
- Building bonds
- Assertiveness
- Writing e-mails
- Adaptability
- Prioritization

Course Outline

- The Administrator as part of the support team
 - Understanding your role within your team
 - Building an excellent professional image
 - Strategies for an outstanding team player
 - Understanding your team player style
 - Having the right attitude to excel
- The modern administrator's highly needed abilities
 - Building information expertise
 - Seeing through obstacles and building on talents and strengths
 - Maturity and political skills



- Adaptability to a changing office environment
- Gaining credibility
- Taking the initiative
- Verbal communication
 - Why we misunderstand other people
 - Choosing the right communication medium
 - Building excellent relations with your manager and colleagues
 - Overcoming communication barriers
 - Communicating with assertiveness and self-confidence
 - Understanding cultural differences
 - Strategies for greater visibility and influence
- Effective written communication
 - Ingredients of a professionally written document
 - Key techniques for effective e-mails
 - Dos and don'ts of business writing
 - Email writing principles and etiquette
 - Building rapport and writing with credibility
- Telephone handling best practices
 - Professional telephone behavior
 - Key competencies for success
 - The can-do service driven approach
 - Handling difficult callers
- Effective time planning
 - Identifying and controlling your time wasters
 - Setting your priorities and working standards
 - Maximizing your efficiency
 - Planning and organizing a productive work day
- Memory reinforcement techniques
 - Your memory as a business tool
 - Why we forget
 - Daily memory practice and training
 - Techniques to increase concentration
 - Remembering 'by association' and linking
 - Using acronyms and the method of loci
 - Strategies to remembering names



Fees: US\$ (including coffee breaks and a buffet lunch daily)

Per participant - 2019

US\$ 4800

Fees + VAT as applicable

UAE Tax Registration Number 100239834300003



Courses in Administration and Secretarial

Dates	Course Name	Language	Location	Fees
14 - 18 Jul, 2019	Certified Administration and Office Management Professional	Arabic	Dubai	US\$ 5100
28 Jul - 1 Aug, 2019	Administration and Office Management: Best Practices and Technologies	English	Dubai	US\$ 4800
4 - 8 Aug, 2019	The Efficient and Highly Productive Administrator	Arabic	Dubai	US\$ 4800
25 - 29 Aug, 2019	Certified Administration and Office Management Professional	Arabic	Dubai	US\$ 5100
8 - 12 Sep, 2019	The Efficient and Highly Productive Administrator	Arabic	Abu Dhabi	US\$ 4800
22 - 26 Sep, 2019	The Certified Executive/PA Masterclass	English	Dubai	US\$ 5100
29 Sep - 3 Oct, 2019	Certified Administration and Office Management Professional	Arabic	Cairo	US\$ 5100
20 - 24 Oct, 2019	Certified Administration and Office Management Professional	Arabic	Dubai	US\$ 5100
27 - 31 Oct, 2019	The Efficient and Highly Productive Administrator	Arabic	Dubai	US\$ 4800
10 - 14 Nov, 2019	Administration and Office Management: Best Practices and Technologies	English	Dubai	US\$ 4800
24 - 28 Nov, 2019	Certified Administration and Office Management Professional	English	Dubai	US\$ 5100
8 - 12 Dec, 2019	The Efficient and Highly Productive Administrator	English	Dubai	US\$ 4800
15 - 19 Dec, 2019	The Certified Executive/PA Masterclass	Arabic	Dubai	US\$ 5100
22 - 26 Dec, 2019	Certified Administration and Office Management Professional	Arabic	Dubai	US\$ 5100
29 Dec - 2 Jan, 2020	The Efficient and Highly Productive Administrator	Arabic	Dubai	US\$ 4800



Meirc Timeline

