Enhancing Core Skills for Administrators & Secretaries

5 – 9 April 2027
Kigali (Rwanda)



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Introduction

The role of Administrators and Secretaries requires many of the same skills as senior staff in an organization. They are often responsible for managing the organization's correspondence and are frequently the first point of contact for visitors. As a result, they must always present a highly professional image.

This training course equips Administrators and Secretaries with the necessary skills to enhance their interpersonal and behavioral competencies, ensuring they stay on top of their responsibilities. Participants will gain the skills, knowledge, and behaviors to organize their work more efficiently, handle situations confidently, and approach their tasks with a proactive mindset.

Course Objectives

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

- Understand the importance of effective administration skills within an organization.
- Develop the skills required to be a professional administrator or secretary.
- Manage time efficiently and think proactively to enhance productivity.
- Improve communication and interpersonal skills to foster positive workplace relationships.
- Develop self-management techniques and deal effectively with time-wasters.
- Learn how to be assertive and build a strong rapport with your manager.
- Play a proactive role in handling responsibilities within a team environment.

Course Outlines

Day 1: Effective Time Management

- Understanding the importance of time management in the workplace.
- How to control, prioritize, and organize tasks.
- Coping with large tasks and ensuring an efficient work environment.
- Basic project management techniques for administrators.
- Taking control and remaining focused.



Day 2: Improving Communication Skills

- Why communication skills are crucial for administrative roles.
- Understanding different means of communication in business settings.
- Using the right vocabulary for effective communication.
- Writing professionally and improving business writing skills.
- Enhancing listening skills and overcoming barriers to effective communication.

Day 3: Assertiveness Skills

- What is assertiveness, and why is it important?
- Building the confidence to practice assertiveness in the workplace.
- Understanding gender differences in communication styles.
- Practical advice on using assertiveness techniques in your work environment.
- Handling stress and maintaining composure.

Day 4: Successfully Working with Managers and Colleagues

- Why is this collaboration critical for career growth?
- Learning strategies to manage your manager's expectations.
- Coping with different work personalities and managing diverse styles.
- Recognizing your strengths and areas for improvement.
- Delegating tasks effectively and efficiently within teams.

Day 5: Organizing and Planning for Superior Performance

- Setting challenging performance goals and KPIs.
- Implementing planning strategies to achieve objectives.
- Prioritizing tasks to maximize productivity.
- Developing a personal action plan to ensure career growth.

Why Attend This Course: Wins & Losses!

- Master essential administrative skills that will improve your overall work performance.
- Develop communication skills that will help you manage correspondence more effectively.
- Learn how to handle time effectively and increase personal productivity.
- Enhance your self-management techniques and become more efficient.
- Learn to become more assertive, which will help you interact more effectively with your manager and colleagues.
- Gain skills for delegating tasks and collaborating in a team to achieve better outcomes.



Conclusion

This course is an excellent opportunity for administrative professionals to enhance their leadership and organizational abilities. By improving your time management, communication, and assertiveness skills, you will be better equipped to manage your day-to-day responsibilities and achieve career success.

Sign up now to unlock your full potential and make a positive impact within your organization.

