BLACKBIRD FOR TRAINING

Essential Management Skills for Admin Officers

Istanbul (Turkey)

6 - 10 October 2025

Essential Management Skills for Admin Officers

Code: SA28 From: 6 - 10 October 2025 City: Istanbul (Turkey) Fees: 3900 Pound

Introduction

This Blackbird Essential Management Skills for Administrators training course has been specifically designed to help the participants understand a manager's role and to equip them with the key skills necessary to be an excellent and inspiring manager.

Making a move into management is likely to present new challenges and responsibilities and requires an entirely new skill set. Climbing up the ladder into a management role is both exciting and daunting. Now you are also responsible for directing, developing, and managing others, so it is essential to find out how to manage effectively and with a positive impact. Being a great manager doesn't happen automatically; you need to invest time and energy to develop the necessary skills.

It is likely that you can make this move because you have been the "go-to" person your boss and co-workers have always counted on. But now you need to equip yourself with the qualities of a leader. You will be required to know how to motivate and build team morale, take the initiative, solve problems, and manage performance.

Course Objectives

- Communicate clearly and effectively at all levels.
- Develop effective personal leadership skills.
- Build effective teams and empower team members through delegation, coaching, and mentoring.
- Manage and understand your own stress and that of your team members.
- Understand the key elements of emotional intelligence.
- Sustain performance and continuous improvement.
- Make better and more effective decisions.

Course Outlines

Day 1
Your Role as a Manager

- Self-perception, Developing Your Unique Brand.
- The Qualities and Competencies of an Effective Manager.
- Defining the Roles and Responsibilities of an Effective Manager.
- Handling the Transition from Being Managed to being a manager.
- Understanding Your Personal Management Styles, Strengths and Weaknesses.
- Developing an Awareness of the Connection between Personality and Behaviour.

Day 2
Communicating with Impact, Integrity, and Clarity

- Recognizing the Importance of Business Networking.

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- Expanding Your Impact and Influence.
- Communicating with Clarity: Verbal and Non-verbally.
- Responding Effectively to Different Communication Styles.
- Persuasive and Effective Presentations.

Day 3
Managing, Inspiring, and Leading Teams

- Defining the Characteristics of Effective Teams
- Understanding How Teams Develop
- Decision-making and Problem-solving Strategies
- Maintaining Team Motivation
- Building Excellent Teams

Day 4
Performance Management

- Introduction to Performance Management.
- High Impact Regular Performance Discussions.
- Organising Effective Meetings.
- Prioritizing and Using Time Effectively.
- Practical Decision-making Skills.
- Conflict Management - Achieving Win-Win Solutions.

Day 5
Developing Emotionally Intelligent and Resilient Teams

- Managing Work-related Stress and Pressure.
- Emotional Intelligence at Work.
- Coaching and Mentoring.
- Understanding Diversity and Reducing Unconscious Bias.
- Measuring Your Performance based on Objectives, Standards, Set Responsibilities and Achieved.
- Action Planning.

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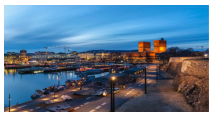
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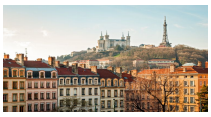
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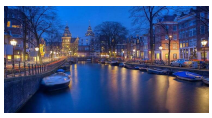
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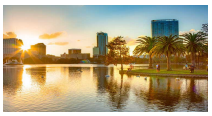
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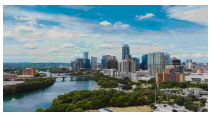
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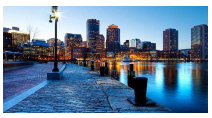
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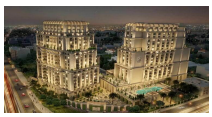
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