

Essential Management Skills for Admin Officers

Istanbul (Turkey)

3 - 7 November 2025

UK Training

PARTNER



Essential Management Skills for Admin Officers

Code: SA28 From: 3 - 7 November 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.

UK Training

PARTNER



- 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.

UK Training
PARTNER



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

