

Certified Administrative Professional (CAP)

Barcelona (Spain)

8 - 12 July 2024

UK Training

PARTNER



Certified Administrative Professional (CAP)

Code: SA28 From: 8 - 12 July 2024 City: Barcelona (Spain) Fees: 4200 Pound

Introduction

Welcome to the Certified Administrative Professional CAP course, designed to equip you with the most advanced skills and knowledge required to excel in administrative roles in today's dynamic and fast-paced work environments. This comprehensive program is meticulously crafted to empower you with the latest tools, techniques, and best practices essential for success in administrative positions across various industries.

Objectives

- Master advanced administrative skills essential for effective office management.
- Understand the latest trends and technologies shaping the administrative profession.
- Enhance your communication and interpersonal skills to effectively collaborate with stakeholders at all levels.
- Develop critical thinking and problem-solving abilities to navigate complex administrative challenges.
- Acquire strategies for efficient time management and prioritization to optimize productivity.
- Gain insights into best practices for maintaining confidentiality, integrity, and professionalism in administrative roles.
- Prepare to achieve certification as a Certified Administrative Professional CAP and elevate your career prospects.

Course Outline

Day 1

Modern Office Management Trends

- Introduction to modern administrative roles and responsibilities.
- Overview of the evolving role of administrative professionals in the digital era.
- Understanding the importance of adaptability and flexibility in administrative roles.
- Exploring emerging trends such as remote work, virtual collaboration tools, and agile methodologies.
- Case studies and discussions on best practices in modern office management.

Day 2

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the board.

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Advanced Communication Skills

- Effective verbal and non-verbal communication techniques for administrative professionals.
- Developing active listening skills to enhance understanding and rapport.
- Strategies for professional email communication and etiquette.
- Managing difficult conversations and conflict resolution in the workplace.
- Practical exercises and role-plays to refine communication skills.

Day 3

Strategic Planning and Problem-Solving

- Introduction to strategic planning concepts for administrative professionals.
- Techniques for setting SMART goals and objectives.
- Problem-solving methodologies and decision-making frameworks.
- Analyzing data and leveraging information for strategic decision-making.
- Case studies and group activities to apply strategic planning and problem-solving techniques.

Day 4

Time Management and Productivity

- Understanding the principles of time management and productivity.
- Identifying and eliminating time-wasting activities and distractions.
- Prioritization techniques for managing multiple tasks and deadlines.
- Leveraging technology tools and apps for time management and organization.
- Creating personalized productivity systems and workflows.

Day 5

Professionalism and Ethics

- Upholding ethical standards and confidentiality in administrative roles.
- Building and maintaining professional relationships with colleagues, clients, and stakeholders.
- Managing conflicts of interest and ethical dilemmas in the workplace.
- Strategies for self-care and stress management in high-pressure environments.
- Review and preparation for the Certified Administrative Professional CAP certification exam.

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