Essential Management Skills for Admin Officers

5 – 9 July 2027
Cape Town (South Africa)



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Introduction

In today's fast-paced business world, mastering essential management skills is crucial for anyone aspiring to grow in their career, whether in an office manager role or any other leadership position. The Blackbird Essential Management Skills for Administrators course is designed to provide participants with a comprehensive understanding of a manager's role and equip them with the core skills necessary to become effective and inspiring leaders.

Transitioning into a management role can bring new challenges and responsibilities, requiring a fresh set of leadership and communication skills. As you move up the ladder, you're now tasked with managing, guiding, and developing others—skills that are key to becoming a great manager. This course will teach you how to effectively lead teams, motivate employees, solve problems, and make decisions that have a positive impact on your organization.

Course Objectives

This course offers the essential management skills you need to succeed, with a special focus on developing advanced management skills and leadership capabilities through:

- Clear and effective communication: Learning how to communicate at all levels of your organization.
- Personal leadership development: Building your leadership style and guiding your team towards success.
- Team management and empowerment: Understanding how to delegate, coach, and mentor team members.
- Managing stress: Learning to manage your own stress as well as that of your team.
- Emotional intelligence: Understanding how to apply emotional intelligence in the workplace.
- Performance sustainability: Ensuring continuous improvement and high performance within your team.
- Better decision-making: Enhancing your ability to make informed, strategic decisions.



Course Outlines

Day 1: Your Role as a Manager

- Self-awareness & Personal Branding: Developing your unique brand as a manager.
- Key Competencies of an Effective Manager: Understanding the essential traits and skills of a successful manager.
- Defining Responsibilities: Clarifying the roles and responsibilities that come with management.
- Transitioning from Employee to Manager: Learning how to handle the shift from being managed to managing others.
- Understanding Your Management Style: Identifying your strengths and weaknesses in management and understanding their impact on team dynamics.

Day 2: Communicating with Impact, Integrity, and Clarity

- The Importance of Networking: Recognizing how networking can amplify your managerial influence.
- Expanding Your Impact and Influence: Strategies for increasing your authority and effectiveness within your organization.
- Verbal and Non-verbal Communication: Mastering the art of effective communication for managers, including both verbal and non-verbal cues.
- Responding to Different Communication Styles: Learning how to adapt your communication approach to different team members.
- Persuasive Presentations: Crafting and delivering presentations that inspire and persuade your audience.

Day 3: Managing, Inspiring, and Leading Teams

- Characteristics of High-Performing Teams: Understanding the traits that make teams successful and how to foster them.
- Team Development: Knowing how teams evolve and what you can do to guide them through different stages.
- Decision-making and Problem-solving: Applying techniques for making smart decisions and solving complex problems.
- Motivating Your Team: Strategies to keep team morale high and ensure consistent motivation.
- Building and Sustaining Excellent Teams: Techniques for creating long-lasting, effective teams.



Day 4: Performance Management

- Introduction to Performance Management: Understanding the fundamentals of evaluating and managing team performance.
- Regular Performance Discussions: Conducting impactful performance reviews and feedback sessions.
- Organizing Effective Meetings: Tips for running meetings that are productive and focused on results.
- Time Management: Learning how to prioritize tasks and manage time effectively.
- Practical Decision-Making Skills: Sharpening your ability to make decisions that positively affect team and organizational outcomes.
- Conflict Resolution: Mastering the art of managing conflicts and finding win-win solutions for all parties involved.

Day 5: Developing Emotionally Intelligent and Resilient Teams

- Managing Stress and Pressure: Techniques for managing both your stress and that of your team members.
- Emotional Intelligence in the Workplace: Understanding the role of emotional intelligence in leadership and how to apply it effectively.
- Coaching and Mentoring: Learning how to become an effective coach and mentor for your team.
- Diversity and Inclusion: Understanding how to manage diversity and reduce unconscious bias in your leadership.
- Measuring Performance Against Goals: Setting objectives, standards, and responsibilities and evaluating success based on measurable outcomes.

Why Attend this Course? Wins & Losses!

Moving into a managerial role means you're now responsible for directing, motivating, and supporting a team. While you may have already been a reliable go-to person in your previous role, management requires a different skill set. This course will provide you with the essential communication skills for managers, including advanced techniques for motivating and guiding teams.

Here’s why you should attend:

- Build High-Performing Teams: Learn how to create and lead teams that consistently deliver results.
- Master Communication: Develop a high level of communication that resonates with people at all levels, from your team to senior leadership.
- Enhance Decision-Making Skills: Sharpen your ability to make quick, effective decisions in high-pressure situations.
- Develop Emotional Intelligence: Learn how to apply emotional intelligence to improve relationships and increase team collaboration.
- Stress and Performance Management: Gain tools to manage your own stress, as well as that of your team, while maintaining a positive and productive environment.

By attending this course, you will gain the knowledge and skills to empower your team, enhance your leadership capacity, and achieve organizational success.



Conclusion

Whether you're stepping into your first management role or looking to refine your skills, mastering essential management skills is crucial to your success. This manager essentials training will give you the tools you need to lead with confidence, communicate effectively, and make informed decisions. Equip yourself with the right set of skills to excel in your management career and become the leader your team deserves.

Join us for this essential management skills training, and begin your journey towards becoming an outstanding and inspiring manager who can successfully navigate the challenges of leadership in today's dynamic business environment.

