

# Essential Management Skills for Admin Officers

Secretary & Admin  
Kuala Lumpur (Malaysia)  
13 - 17 Jan 2025

UK Training

# PARTNER



## Essential Management Skills for Admin Officers

**Ref:** 32099\_128515 **Date:** 13 - 17 Jan 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 Euro

### 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 of Essential Management Skills for Admin Officers

- 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

### Essential Management Skills for Admin Officers Course Outlines

#### Day 1

#### Your Role as a Manager

- Self-perception, Developing Your Unique Brand

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the right side of the board.

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- The Qualities and Competencies of an Effective Manager
- Defining the Roles and Responsibilities of an Effective Manager
- Handling the Transition from Being Managed to be 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
- Expanding Your Impact and Influence
- Communicating with Clarity: Verbally 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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