

# informatech



# The Efficient and Highly Productive Administrator

An **informatech** Training Course  
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( 5 Days Training Course )

Tel : +44 (020) 32399994  
Tel : +44 (020) 82426729

Our mailing address is:  
27 Old Gloucester Street , WC1N 3AX , London , United Kingdom



[www.informatech.co.uk](http://www.informatech.co.uk)



# Course content

## Why Attend

Organizations are experiencing rapid changes which are creating several challenges to modern administrators. Most notably is the need for administrators to absorb more workload and improve the quality of output. This course will equip you with precise strategies which will lift your productivity and efficiency to new levels. You will also develop and practice a variety of behavioral competencies which will help you gain the needed relations. Finally, this course will provide you with highly needed technical competencies skills.

## Course Methodology

This course uses a combination of interactive activities, group and individual exercises, role plays and discussions. It also uses tools to assess personal talents and areas of improvement and will help participants devise improvement plans accordingly. Participants will come up with their own strategies to overcome real life scenarios and will be given the chance to challenge and defend findings.

## Course Objectives

**By the end of the course, participants will be able to:**

- List the administrator challenges in the 21st century to be proactively ready for them
- Combine the efficiency and effectiveness concepts for higher productivity
- Develop technical competencies to enable professional advancement
- Apply administrator's soft skills to stand out of the crowd
- Use professional business writing techniques in internal and external communication

## Target Audience

Administrators, office managers, personal assistants and any member of the general staff wishing to improve their personal skills and challenge themselves to excel in their mission at the office.

## Target Competencies

- Self-management
- Effective communication
- Time management
- Problem solving
- Teamwork
- Organizing
- Planning
- Information Management



# Course content

## Course Outline

### Administrator challenges of the 21st century

- Being a talent
- The changes in the psychological contract
- Seeing through obstacles
- Adaptability and change
- Gaining credibility
- Taking the initiative
- Embracing a positive attitude
- Customer relation

### The productivity equation

- Productivity definition
- Effectiveness versus efficiency
- Signs of inefficiencies at your office
- Simplification of work processes
- Best practices to be more productive

### Administrator soft skills

- Self-leadership
- Personal SWOT analysis
- Reactive versus proactive
- Effective communication:
  - Types of communication
  - Communication barriers
- Listening skills
- Time management:
  - Time wasters
  - Setting priorities
  - Solving office problems (and turning them into opportunities)
  - Types of problems
  - Problem solving techniques
- Working as a Team

### Technical competencies of the modern administrator

- Criteria of an administrator
- Competency explained
- Core competencies versus technical competencies
- Administrator's technical competencies:
  - Task planning
  - Organizing work and meetings
  - Information management
  - Utilization of office technologies

### Efficient business writing skills

- Definition of business writing
- Setting emails, letters and memos in context
- Applying modern writing techniques
- Responding to different email/memo scenarios
- Promoting clarity in writing and avoiding any miscommunication

**informatech™** is a global leadership consultancy that aligns people, purpose & strategy – driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create fierce resolve and passion to win.

Typical interventions are to accelerate performance, execute strategy and embed capability and change. Our programmes are part of the core curriculum in many of our client's corporate universities, and our leadership development programmes have over 300,000 executive alumni. Methodologies are based on more than 100 corporate turnarounds and performance acceleration assignments in FTSE 100 and Fortune 500 companies. Austria, Belgium, Brazil, Canada, China, Colombia, Denmark, Finland, France, Germany, Italy, Mexico, Norway, Poland, Portugal, Russia, Serbia, South Africa, Spain, Sweden, The Netherlands, UK, Uruguay, and the USA.



## informatech™

Address: 27 Old Gloucester Street Monomark House  
WC1N 3AX  
London, United Kingdom

Phone: +44(203)2399994  
Phone: +44(203)82426729

Email: [info@informatech.co.uk](mailto:info@informatech.co.uk)



[www.informatech.co.uk](http://www.informatech.co.uk)

## informatech<sup>B.V.</sup>

Netherlands Branch Open Now

Address: Keizersgracht 241 1016EA Amsterdam

Phone: +31(20)2202118

Email: [Netherlands@informatech.co.uk](mailto:Netherlands@informatech.co.uk)