

**ADVANCED PERSONAL / EXECUTIVE ASSISTANTS, OFFICE MANAGERS AND
ADMINISTRATORS TRAINING**

When: 27th & 28th June 2024 (8:30am - 5:00pm)

Where: The Clarion Hotel, Nairobi.

The 21st-century work environment is fast paced. The level of skills and competency required continues to rise higher by day. In order to remain competitive and be of value to your “boss” and organization, you have to consistently upgrade your interests and skills towards what the current work environment values most. Is it, technology, Interpersonal skills, Emotional intelligence, Planning, Prioritization?

This training gives you a template of the areas that every employee at your level should not ignore. Technology is only as good as the people operating it. This means that the organization largely depends on your skill-set. Your boss requires you to complement his skills now more than ever before.

Join us for this 2-day training and let's open up ideas that will make you valuable and the go-to person to your boss and colleagues. Don't remain stagnant or be complacent with your past levels of competency.

Who to attend;

- Personal Assistants
- Executive Assistants
- Office Managers
- Administrators
- Any professional involved in the administration or operations of the organization

Course Outline;

Career growth.

Assistant to a manager? How to bring the possibility to a reality.

- From an ADMIN then what next?
- Stimulate continuous professional development: Vertical and horizontal growth
- How do you prepare yourself for more challenging and engaging roles
- Career growth and actualization.
- Being the best you can be in a career/work.

Industrywide Office Administration Best Practice.

Trends, emerging technology, and the shape of work threatens every career. How can we remain relevant in a century full of disruption?

- Share best practice on an admin role
- Future of Admin role
 - ❖ The trend and the future of the role
 - ❖ How should admin role of the future look like so that it adds value to the business
 - ❖ How to offer a high level of administrative support to executives

Logistics

Organizational and directing skills. Your boss needs these skills to meet deadlines, be effective. It is a sign of result oriented personnel.

- Flexibility in managing day to day tasks because of the unpredictability nature of the role
- Juggling with Impromptu events

- Being organized in an office where you handle things as they come and prior planning is somewhat difficult
- Practical plug and play tools and techniques that will help them manage their workload more effectively.

Execution Excellence.

Planning is the hard part but execution separates achievers and otherwise.

- Improving the ability to follow up on issues/tasks from the boss(Tasks assigned to their boss)
- Ability to influence the director's reports and to timeously close tasks/activities assigned to them.
- Ability to influence others to perform on their delegated tasks.
- Tracking and follow up of actions plans and next steps

Event Management.

From important, urgent to firefighting problems. Prioritization.

- Diary management
- Event planning and coordination
- Effective meeting organization and minute taking
- Practical tools and techniques for managing events
- Ability to manage change, plan and coordinate workflow, and build an effective team.

Customers.

Some may be difficult, others may “waste” your time while many are the key drivers for your business. How do you keep your cool and focus while remaining professional?

- Strategies to reduce & Manage conflicts
- How to effectively deal with difficult situations and people.
- Managing Diverse clientele
 - ❖ International relations –Managing clients from diverse backgrounds e.g. countries and cultures, diplomats, ambassadors, politicians, professionals, staff who report to their bosses etc.
- Protocol issues around each area of diversity

Negotiation & Influencing Skills.

Every meeting has a level of negotiation. Agreements require skill and techniques. Whether dealing with peers, subordinates or the executive, always perform at the highest level.

- How to negotiate on issues with people who are more senior than yourself
- Leadership skills
 - ❖ How to deal/relate with people who directly report to their bosses
 - ❖ Exuding confidence & looking like they know what they do
- Diplomacy skills
 - ❖ How to handle different types of people who visit the directors' office for various requests
- Effective communication and managing your Boss's expectations


Writing Skills.

At any management level, documentation is a vital activity. Ensure a level of consistency and professionalism. The written documents and those filed should represent the office standards.

- Speech writing since I assist my boss in writing speeches
- Report writing
- Powerpoint presentations
- Drafting letters and any other official communication

Advanced Presentation skills

Speaking in front of your team, clients or customers could make or break your career. In fact, most leaders are discovered by their presentation skills.

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- Presentation skills tips
 - Public speaking.

And much more!

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LEARNING EXPERIENCE;

- PowerPoint presentations.
- Group work.
- Participant's workshop presentations.
- Case studies.

Charges: Your investment for the 2 days comprehensive training is Ksh 35,000 Plus VAT per person, to cater for facilitation, training materials, writing materials, buffet lunch with a soft drink, water, tea/coffee, snacks and certification.

DISCOUNTS: Take advantage

- For every 3 people booking from the same organization, you get a 4th FREE slot.
- Get 10% off if you pay 7 days before the training date.



Payment Option: Payment to be made via cheque deposit, bank transfer or Mpesa Paybill (to be provided) by end of training.

This is a NITA approved training. Participating organizations can claim reimbursement of training fees in accordance with NITA rules and regulations.

How to register

For inquiries and reservation please get in touch with Mary on Mary@brightachieversltd.com or call +254 723 130 137/ WhatsApp +254 729 958 590.



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