

A black and white photograph of a man with a beard and a shaved head, smiling. He is wearing a dark suit jacket, a white dress shirt, and a dark tie with a light-colored polka-dot pattern. He is holding a grey folder or tablet under his left arm. The background is a blurred office setting with vertical light fixtures.

Management Skills for Administrative Professionals

Executive Assistants

Management Skills for Administrative Professionals

The role of an administrative professional is changing fast. You need new skills to manage time, priorities, projects, conflicts & colleagues.

Highlights

- Learn how to manage change and plan for the future.
- Use critical thinking skills to proactively reach new goals.
- Practice effective listening skills and emotional intelligence to become a collaborative colleague and business partner.

Key Competences

- Time management
- Conflict management
- Critical thinking
- Emotional intelligence
- Communication skills
- Assertiveness skills

The Right Programme for You

You are an experienced administrative professional. You need to expand your management skills as your role is changing. You are expected to plan, be assertive and get things done in today's business world.

Executive Assistants



Learn, Practice and Use

- **Manage** changing roles and responsibilities whether working with bosses, peers, team members or customers
- **Clearly** and confidently communicate and negotiate to manage conflicts and achieve results
- **Apply** emotional intelligence and effective listening practices in your role
- **Use** strategic diplomacy to handle office politics, difficult people and demanding situations
- **Manage** your time and priorities in a very busy working world
- **Proactively** use critical thinking skills to achieve team goals
- **Be** more assertive by using verbal and non-verbal tools
- **Identify** and support different working style preferences with new tools
- **Learn** the key management skills you need as an executive assistant today
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



3 days
€2,295

Live Online



4 x 3-hour sessions
€1,950

PMI Certified

The programme is certified by the Project Management Institute® (PMI).
More information at mce.eu/pmi

Available In-Company

The programme is available as an In-Company solution for your teams.
More information at mce.eu/inco

mce.eu/assistant for dates, locations and full programme outline

Programme Modules

1

Manage Change

- Use personal change management to work more effectively with and through others
- Bring about change even when faced with resistance
- Apply a systematic approach to plan and engage others in the change process

2

Manage Roles, Responsibilities and Teamwork

- Manage roles, responsibilities, and authority to meet goals
- Identify and support differing work style preferences using new skills and best practices
- Recognize and proactively use critical thinking to support achievement of team-based goals

3

Manage Time and Priorities

- Establish a systematic and efficient approach to work using prioritization and time management strategies
- Identify strategic uses of technology to manage information and better utilize time
- Evaluate current roles and responsibilities to identify activities that can be delegated

4

Manage Relationships And Communication

- Use emotional intelligence and effective listening practices to prepare to be an effective colleague, partner and leader
- Apply assertive communication using verbal and nonverbal behaviours
- Exhibit confidence and influence using tested presentation models

5

Managing Negotiations And Conflicts

- Define the sources of conflict in the workplace
- Employ strategic diplomacy to handle office politics, difficult people and demanding situations
- Negotiate to empower self and others to achieve goals

6

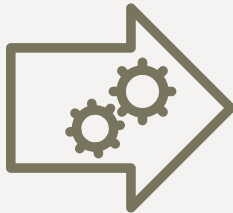
Action Plan

- Review a comprehensive list of new management skills and strategies learned and practiced throughout the program
- Reflect on best practices that will be applied in the near or long term



Learn

the key business skills and knowledge you need for your management role today and tomorrow



Practice

the skills you learn and get feedback, recommendations and coaching



Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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