



Training Seminars & Conferences

An Intensive 5-Day Training Seminar On

Communication and Planning Skills for Administrative Professionals

14 - 18 Feb 2021, Dubai
05 - 09 Sep 2021, Dubai



Communication and Planning Skills for Administrative Professionals

INTRODUCTION

This Communication and Planning Skills for Administrative Professionals training course is designed to help participants develop a 'toolkit' of skills and knowledge so that they can demonstrate capability and talent when it comes to communicating with others and achieving success.

Essentially, this EuroMaTech training course aims to enhance performance and behavioural outputs within the workplace by:

- Exploring the world of effective communication through a variety of methods
- Understanding the key components of effective communications and how they need to be considered every time
- Uncovering the vital essentials to effective planning and how to ensure success
- Realising the importance of managing time, workloads and people rather than them managing you

PROGRAMME OBJECTIVES

By the end of the Communication and Planning Skills for Administrative Professionals training course, participants will be able to:

- Determine how to improve the way they communicate with others through a variety of mediums
- Understand how they can enhance the process of knowledge transfer by creating an understanding in others but also by bringing around change in action
- Identify how to make the most of the time they have, ensuring tasks are achieved effectively
- Understand how to demonstrate a change in 'mindset' when it comes to having to deal with workloads and other people

WHO SHOULD ATTEND?

- Administrative Professionals
- Managers
- Team Members

TRAINING METHODOLOGY

This Communication and Planning Skills for Administrative Professionals training course is highly interactive through a variety of experiential learning methods including: discussion, group activities, practice, case studies and review. As well as the required theory, this programme mainly focusses on participants being able to experience and get a sense of what these vital skills will sound, look and feel like.

PROGRAMME SUMMARY

Outstanding communication and planning skills are essential qualities for administrative professionals to enable an organisation to run smoothly. This comprehensive Communication and Planning Skills for Administrative Professionals training course elaborates on two key areas: good interpersonal working relationships to get the best out of other people and making the most of the time you have to achieve the things that you need to achieve.

PROGRAM OUTLINE

DAY 01

Communication Essentials

- The Communication Process – the Sender / Receiver principle
- Barriers to effective communications and how to overcome them
- Learn how to communicate with just about anyone – understand others' work personalities
- Vital interpersonal skills to enhance face-to-face communications – it's about your Words / Music and Dance
- Learn how to engage the thinking brain to develop more assertive communications

DAY 02

Communication Management

- Learn how to communicate with difficult and demanding people
- Manage others rather than them manage you
- Learn how to say 'no' more effectively
- Understanding conflict and why it happens
- Learn a variety of conflict resolution styles and use the 4Ps to aid in reaching an agreement

DAY 03

Communication Alternatives / Planning Essentials

- How to run effective meetings – uncover the 3 stages of world class meetings
- Ensure buy-in and participant involvement at meetings
- Determine the 4-point plan for emails and letters
- Discover the 7 steps to effective business writing
- Understand the key principles of effective planning – the Wheel of Success

DAY 04

Planning Essentials

- Determine how to set attainable goals to ensure the best chance of success
- Learn the 3 Principles of effective Time Management
- Learn how to prioritise your workload to aid in planning your tasks effectively
- Discover how to deal with your 'Time Bandits'
- Learn the 5 Steps to the art of 'Delegation' – it's not about 'Allocation'

DAY 05

Planning Add-ons

- Learn how to get proposals accepted
- Establish problem solving techniques to ensure success every time
- Principles to determine the need for continuous improvement using the WIN / LEARN / CHANGE Model
- Programme Review – Let's remind, review and reassure
- Let's plan – action planning for improved Performance and Behavioural outputs

IN-HOUSE TRAINING

EuroMaTech is capable of conducting this training programme exclusively for your delegates. Please e-mail us on inhouse@euromatech.ae for further information and/or to receive a comprehensive proposal.

QUALITY CERTIFICATIONS & ACCREDITATIONS

EuroMaTech is proud to be associated with the following accreditation bodies:



The PMI® Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

Communication and Planning Skills for Administrative Professionals

✓	Date	Venue	Fee(\$)
	14 - 18 Feb 2021	Dubai	US\$4,950
	05 - 09 Sep 2021	Dubai	US\$4,950

*This fee is inclusive of instruction materials, documentation, lunch, coffee/tea breaks & snack. All Fees are subject to 5% Value Added Tax (VAT).**

Your Details

Name (Mr/Ms):.....
 Position:..... Organisation:.....
 Address:.....

 City / Country:
 Telephone / Fax:

Mode Of Payment

- Please find enclosed a cheque made payable to EuroMaTech
 Please invoice me
 Please invoice my company as follows:

Contact Name:
 Company Name:
 Address:.....

Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates. In addition, a special note pad to facilitate note taking will be provided.

Certificates

A Certificate of Completion will be issued to those who attend & successfully complete the programme.

Schedule

Our Course timings commences at 08:30 and concludes at 14:00, followed by lunch on a daily basis.

Hotel Accommodation

EuroMaTech has negotiated special rates for a limited number of rooms in the hotel. Early registration will help to secure a room at the reduced rate.

Registration & Payment

Please complete the registration form on this page & return it to us indicating your preferred mode of payment. For Further Information, Contact Your Nearest EuroMaTech Office.

Cancellation Policy

Request for seminar cancellation must be made in writing & received at EuroMaTech three weeks prior to the seminar date. A U.S.\$250/- processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.

Disclaimer

EuroMaTech reserves the right to alter the content, location of the Seminar, or the identity of the speakers in case of events beyond our control.

***VAT Announcement:** The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.

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