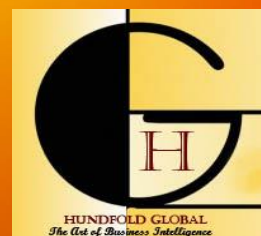


Advanced Management Skills for UN Executive Administrative Assistants Conference

Including Protocol and Etiquette



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INTRODUCTION

Today, most **senior managers expect you to have leadership and management skills** in order to set your own administrative priorities. In addition, you must have skills to manage all contacts, create, store and retrieve documents, plus a broad variety of other administrative skills. To do all of this successfully, **you need to have strategic insight and be able to innovate** better processes. At the same time, you must be tactical, process-oriented, and driven toward continuous improvement. This comprehensive seminar gives you a wide range of skills to help you handle any work challenge with greater confidence and effectiveness. Leave with an action plan of best practices to apply immediately on the job.

This interactive workshop is therefore designed to help the administration staff in the **UN** to build and project confidence, keep conversations focused and productive, exhibit knowledge and credibility and exert influence in everyday interactions. Participants will be able to create a powerful alliance with superiors and enhance a professional profile within the organization. Discussions will also examine the essential relationship building skills which will help in the development of workable strategies and establish one's authority and get ideas noticed. Another focus will be the impartation of skills that are needed to make a difference and grow in one's career and in the organization. To excel in this rapidly changing work environment, one needs more skills than ever before like understanding the organisation's business, managing change, communicating strategically, leading, working in teams and juggling new assignments with current responsibilities.

How You Will Benefit

- ✓ Ability to understand how the organization is structured and the levels of authority and accountability
- ✓ Understand the strategic language spoken by the executives
- ✓ Unpack job descriptions and identify the key deliverables
- ✓ Manage changing roles and responsibilities whether working with bosses, peers, team members or customers
- ✓ Meet dynamic work expectations by expanding your proactive capabilities
- ✓ Clearly and confidently communicate and negotiate to manage conflicts and achieve results
- ✓ Apply emotional intelligence and effective listening practices to your job
- ✓ Use strategic diplomacy to handle office politics, difficult people and demanding situations

What makes this Advanced Management Skills training conference distinctive?

- ✓ The workshop is designed to ensure both the transfer of skills and acquisition of knowledge
- ✓ We adopt an experiential-learning approach ensuring the latest in training techniques is offered. Use of real-life case studies and engaging exercises contribute to active learning and added fun
- ✓ The highly interactive training session enables strong transfer of skills and wisdom
- ✓ Most of the interactive learning will take the form of simulated exercises and case studies where participants will demonstrate the skills taught. As with all Hundfold Global training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.