



PROJACS ACADEMY
by egis



Effective Administration Assignments and Priorities

التطوير الاداري الفعال وتحديد المهام والاولويات

06 – 10 February 2023

Kuala Lumpur / Malaysia

Introduction

The support you provide as an administrative professional is vital to your organization's ability to achieve its goals and objectives. 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.

Objectives

- 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
- Apply the skills necessary to get work completed on time
- Use effectively, basic project planning tools to plan and schedule work
- Identify key stakeholders and understand how to gain their support and input
- Use positive communication & influencing techniques to ensure work is completed on time
- Appreciate & engage colleagues to gain their commitment and support
- Managing assigned tasks effectively
- Evaluating and establishing priorities to meet crucial deadlines
- Effective planning and project management techniques
- Task leadership and collaboration skills
- Influencing and stakeholder management skills

Who Should Attend?

The course is designed for persons who desire to learn practical management techniques that will assist them in tasks, establishing priorities and meeting deadlines for work and projects.

The course is suitable to a wide range of professionals but will greatly benefit:

- Professionals who wants to learn techniques to work with other colleagues
- Team leaders, supervisors, section heads and managers
- Professionals who have an interest in a management position
- Anyone who wants to become a leader in their work role
- Project, purchasing, finance & production officers and personnel
- Technical professionals including those in Maintenance, Engineering & Production
- Secretaries, clerks, administrative and support staff
- Anyone who juggles multiple tasks and deadlines

Course Outline

Day One

Introduction of Work Task Concepts

- Understanding the role of self-management in managing tasks
- Overview and context of task management
- Identifying reasons for the current focus in business on managing tasks
- Understanding how work is accomplished in organizations
- Identifying the role of strategic management in leadership of tasks
- Understanding the role of organization type in task management

Day Two

Importance of Planning in Management of Tasks

- Clarifying goals, objectives, assumptions and constraints in work
- Integrating a scope, work structure and management plan in assignments
- Learning to identify and manage stakeholders
- Identifying risk techniques that affect tasks, priorities and deadlines
- Understanding how to develop clarity of purpose and objectives in task assignments
- Identifying the skills necessary to lead and manage work tasks

Day Three

Setting Priorities & Deadlines in our Time Management

- Using the manner we approach work as an initial time management plan
- Planning for time management, scheduling and meeting deadlines
- Integrating time management into development of priorities
- Making the most from meetings, e-mails, interruptions and transition time
- Developing a personal plan, with a 'to do' list and priorities
- Dealing with time wasters, procrastination and bosses

Day Four

Skills Required to Deal with People in our Work Assignments

- Identifying skills required to obtain the help of others on tasks
- The importance of understanding our ways of working with others
- The importance of interpersonal skill in accomplishment of tasks
- Identifying interpersonal work styles of self and other
- Understanding task flexibility and versatility in people leadership
- Learning how to work better with others to have productive work

Personally Managing Tasks to Implement Change

- Learning techniques to use communication for success in tasks
- Understand the characteristics of proper communication
- Identifying methods to deal with human change patterns
- Developing a personal plan to become more effective with self-management
- Dealing with some people who struggle with change
- Practicing techniques to help colleagues with change

Day Five

Tips & Tricks and Advanced Topics

- Applying skills and strategies to manage personal and professional change dynamics
- Bringing about change even when faced with resistance
- Applying a systematic approach to plan and engage others in the change process
- Managing roles, responsibilities, and authority to meet goals
- Identifying and supporting differing work style preferences using new skills and best practices
- Recognizing and proactively using critical thinking to support achievement of team-based goals
- Applying a spectrum of priority setting and time management strategies to proactively accomplish skills
- Incorporating emotional intelligence and effective listening to prepare to be an effective colleague, partner and leader
- Applying assertive communication using verbal and nonverbal behaviors
- Exhibiting confidence and influence using tested presentation models
- Analyzing conflict, office politics, and interactions with difficult people
- Defining the sources of conflict in the workplace
- Negotiating to empower yourself and others to achieve goals

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7” Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **3,600 USD**
**VAT is Excluded If Applicable*

المقدمة

يعد الدعم الذي تقدمه كمحترف إداري أمرًا حيويًا لقدرة مؤسستك على تحقيق أهدافها وغاياتها. اليوم، يتوقع منك معظم كبار المديرين أن تتمتع بمهارات قيادية وإدارية حتى تتمكن من تحديد أولوياتك الإدارية. بالإضافة إلى ذلك، يجب أن تتمتع بالمهارات اللازمة لإدارة جميع جهات الاتصال وإنشاء المستندات وتخزينها واسترجاعها، بالإضافة إلى مجموعة واسعة من المهارات الإدارية الأخرى.

للقيام بكل هذا بنجاح، يجب أن تكون لديك رؤية استراتيجية وأن تكون قادرًا على ابتكار عمليات أفضل. وفي الوقت نفسه، يجب أن تكون تكتيكيًا وموجهًا نحو العمليات ومنتفعًا نحو التحسين المستمر. تمنحك هذه الندوة الشاملة مجموعة واسعة من المهارات التي تساعدك على التعامل مع أي تحدي في العمل بثقة وفعالية أكبر. ستخرج بعد هذا البرنامج مع خطة عمل لأفضل الممارسات لتطبيقها على الفور في الوظيفة.

الأهداف

- إدارة الأدوار والمسؤوليات المتغيرة سواء كان العمل مع الرؤساء أو الأقران أو أعضاء الفريق أو العملاء
- تلبية توقعات العمل الديناميكية من خلال توسيع قدراتك الاستباقية
- التواصل والتفاوض بوضوح وثقة لإدارة النزاعات وتحقيق النتائج
- تطبيق الذكاء العاطفي وممارسات الاستماع الفعالة لعملك
- استخدام الدبلوماسية الإستراتيجية للتعامل مع سياسات المكتب والأشخاص الصعبين والمواقف الصعبة
- تطبيق المهارات اللازمة لإنجاز العمل في الوقت المحدد
- استخدام أدوات تخطيط المشروع الأساسية بشكل فعال لتخطيط وجدولة العمل
- تحديد أصحاب المصلحة الرئيسيين وفهم كيفية الحصول على دعمهم ومدخلاتهم
- استخدام تقنيات الاتصال والتأثير الإيجابي لضمان إنجاز العمل في الوقت المحدد
- تقدير وإشراك الزملاء للحصول على التزامهم ودعمهم
- إدارة المهام المعينة بشكل فعال
- تقييم وتحديد الأولويات للوفاء بالمواعيد النهائية الحاسمة
- تقنيات التخطيط وإدارة المشاريع الفعالة
- قيادة المهام ومهارات التعاون
- مهارات التأثير وإدارة أصحاب المصلحة

الحضور

تم تصميم الدورة للأشخاص الذين يرغبون في تعلم تقنيات الإدارة العملية التي ستساعدهم في المهام، وتحديد الأولويات والوفاء بالمواعيد النهائية للعمل والمشاريع.

الدورة مناسبة لمجموعة واسعة من المهنيين ولكنها ستستفيد بشكل كبير:

- المهنيين الذين يرغبون في تعلم تقنيات العمل مع زملاء آخرين
- قادة الفرق والمشرفين ورؤساء الأقسام والمديرين
- المهنيين الذين لديهم مصلحة في منصب إداري
- أي شخص يريد أن يصبح قائداً في دوره في العمل
- مسؤولي وموظفي المشروعات والمشتريات والتمويل والإنتاج
- المهنيين التقنيين بما في ذلك العاملين في مجال الصيانة والهندسة والإنتاج
- الأمناء والكتبة والموظفين الإداريين والدعم
- أي شخص يريد ان يوفق بين المهام والمواعيد النهائية المتعددة