



# The Highly Productive and Effective Administrator

## Course

### Venue Information

---

**Venue:** London UK

**Place:**

**Start Date:** 2026-06-30

**End Date:** 2026-07-04

### Course Details

---

**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** SAAC

**Course Code:** SAAC-14

### Syllabus

---

#### Course Syllabus

#### Introduction

#### This program is designed for:

Administrators, office managers, personal assistants and any member of the general staff wishing to improve their personal skills and challenge themselves to excel in their mission at the office.

#### Objectives

- Define the role of productivity and effectiveness in the success of the 21st century administrator.
- Develop self-leadership capabilities which will enable professional advancement.
- Employ their thinking skills to facilitate turning problems into opportunities.
- Build excellent relationships with people at all levels.

## **Productivity and Effectiveness: Gateways to the 21st Century Administrator**

- What Is Productivity?
- Efficiency versus Effectiveness: Differences and Practical Uses
- Optimizing Quality and Quantity of Production through Streamlining
- Signs of Inefficiencies at your Office
- Work-Breakdown Structures

## **Effective Self-Leadership**

- Self-Leadership as a Prerequisite for Leading Others
- Understanding What Makes you “Tick”: Personal Values
- Performing a Personal SWOT Analysis
- Building on your Talents
- Becoming More Proactive

## **The Thinking Administrator**

- Using Different Thinking Techniques to Boost your Professionalism
- Using Creativity as a Business Tool
- Mental Blocks and Ways to Overcome Them
- Brainstorming your Best Options
- Solving Office Problems (and Turning Them into Opportunities)
- Kaizen: Focusing on Continuous Improvements
- Learning Styles for Professional Development

## **The Power of your Attitude**

- What is Attitude? Uses of Attitude
- Perceptions, Beliefs and their Effect on Attitude
- Going Beyond a Positive Attitude
- Making Things Happen: The “Can-Do” Attitude
- Using your Attitude for Professional Excellence

## **Developing your Work Relationships**

- Building Rapport with your Manager, Colleagues and Clients
- Adapting to Different Working Styles
- Navigating through People Problems and Problem People
- Enhancing your Presentation/Self-Selling Skills
- Applying the Principles of Emotional Intelligence
- Best Practices for Delivering Positive Feedback

## **Organizing and Planning for Best Performance**

- Setting Challenging Performance Goals

▼ Acquiring skills and resistance to stress