Leadership Excellence for Administrative Professionals

Become a More Effective Resource for Peak Performance in your Organization

Administrative excellence involves much more than checking tasks off your to-do list. It requires taking a leadership mindset to ensure you are prioritizing the right things and making the right decisions. It also requires critical thinking, creative problem solving and self-reliant decision-making skills.

Designed for administrative professionals, this program develops key administration management competencies, with a specific focus on communication skills, improved problem solving, decision making, and working within a dispersed work environment. The goal is to help you become an effective resource for peak performance within your organization.

Takeaways

• Take the initiative as a key business partner for the people you support
• Make better administrative decisions from an organizational and management perspective
• Communicate your ideas for administrative improvements with fluency
• Apply more creative solutions to administrative problems and opportunities
• Make better decisions about workload management based on leadership priorities
• Improve your relationship with your boss and the others you support
• Increase your efficiency by self-managing the way you think and respond
• Employ a leadership mindset to achieve peak performance
• Interact more effectively in a dispersed work environment

Audience

This program is designed exclusively for administrative professionals, including:

• Executive assistants
• Office administrators and administrative assistants
• Coordinators
• Customer service representatives
• Clerks and record-keepers
Program Content

Taking a Leadership Mindset
- Identifying and prioritizing personal and organizational objectives
- Thinking and communicating more proactively with an executive frame of mind
- Developing an organizational mindset to improve your relationships with your boss and upper management

Managing Performance Proactively
- Identifying root causes and underlying issues from an organizational perspective
- Presenting updates and solutions confidently to others at all levels
- Building on the strengths of inter-generational team members

Communication Fluency
- Developing your critical listening skills
- Holding more effective dialogues with leadership at all levels
- Collaborating with remote team members

Creative Solutions
- Applying critical thinking tools for improved problem/opportunity analysis and decision making
- Using mind-mapping and force field analysis to uncover and explore creative solutions

Leading Up
- Synthesizing learning to practice communicating upwards with power

Action Planning
- Creating a personal plan to put your learning into action

Special Features

Working with other administrative professionals, you will engage in simulated demonstrations, complete specialized questionnaires, work on case studies and participate in team collaboration exercises.

Program Leader

Tracy Page is an Instructor at the Sauder School of Business and certified project management professional. She works locally and internationally to help her clients deliver successfully on complex, strategic projects. Her workshops help team members improve their skills to be more effective team members on projects and in day-to-day working relationships.
To Register

Executive Education

www.sauder.ubc.ca/executive

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