

Skills for Administrative Assistants

As a participant in this course, you will build, develop and hone key strategic skills needed for UN Administrative Assistants to boost your effectiveness on the job.

#Management #Administrative support #E-learning #online #Up to 2 months #Virtual Campus

Introduction

Administrative assistants have to cover different roles, are constantly juggling a wide array of tasks and have to deal with many people on a daily basis. They are the backbone of any organization and office, especially in the UN context where staff turnover often occurs. This course provides participants with tools, templates and techniques to greatly increase productivity and effectiveness in the workplace. It is about working to the best of one's abilities and encouraging, in turn, the best in those who work in the same environment.

The course is designed and delivered in partnership with the Institute for Leadership, Excellence & Development, Inc., which works with business professionals around the world who want to improve their ability to deliver projects and lead teams.



Where ONLINE



When 13 Apr - 15 May 2020



Fee 1000 USD



Duration 5 weeks



Enrollment deadline 10 Apr 2020



Contact

leadershipandmanagement@unssc.org



Language English

Objectives

Upon successful completion of this course, participants will be able to:

- explain the importance of professional presence on the job.
- Apply self-management techniques to become more effective and efficient.
- Demonstrate improved communications skills, including listening, questioning and being more assertive.
- More effectively recognize and manage conflict, as well as deal with difficult people.
- Influence others even without authority over them.
- Make their style work to their favour.
- Use a five-step model for getting things done with less stress.
- Apply easy-to-use templates and tools to successfully deliver projects.
- Implement practical approaches to juggle competing priorities.

Course Contents

The course is structured with the following topics:

- Week 1 – Appearance, style and relationships: Recognize different styles and modify your approach accordingly can significantly help administrative assistants be more effective and influential. This session also outlines specific strategies to help build relationships based on trust and respect.
- Week 2 – Project Management for Administrative Assistants: Provide skills and insights to help administrative assistants deliver projects.
- Week 3 – Managing Time and Commitments: This is not a traditional time management session. Managing time is more than just having a to-do list.
- Week 4 – Influencing others: This session outlines well-researched perspectives and techniques to help the participants increase their ability to influence others.
- Week 5 – Managing Conflict & Stress: This session provides practical insights to help administrative assistants handle conflict better and lessons on how to manage the daily stress of professional life.

Course Methodology

This course is delivered online. It combines synchronized online sessions on our virtual classroom, led by subject experts, with self-paced activities and interactive group discussions.

The weekly synchronized sessions are conducted on the WebEx online platform. Participants need a computer (or mobile device), a reliable internet connection and either a headset with microphone to connect to the audio through the computer, or a telephone. We recommend accessing audio through the computer. No special software is required, but participants must be able to access WebEx, so please check the admin rights on your computer. We will send instructions for WebEx access to registered participants. We recommend you download the application and test your access in advance.

The synchronized online sessions are from 2:00 pm – 4:00 pm Rome Time (8:00 am – 10:00 am NY Time).

The self-paced components and discussion forum for each week of the course are designed and structured on UNKampus, UNSSC's Learning Platform.

Target Audience

Administrative assistants (headquarters and field locations).

Cost of participation

The course fee of \$1,000 covers full participation in the online course.