Supporting a Team Successfully

OVERVIEW

Course duration: 2 days.

This highly practical two-day course helps you develop the self-management and time management techniques to increase your effectiveness.

A successful team administrator needs to be good at communicating, coordinating and planning in order to support different roles and conflicting needs. This lively programme helps develop those skills so that you can contribute and support your team more effectively.

IS IT RIGHT FOR ME?

Suitable for administrators and support staff who are looking to expand their skills to fully support several managers or a team.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Define your role and what is required of you more clearly.
- Build rapport and effective working relationships.
- Raise your profile at meetings or briefings by participating effectively.
- Produce professional minutes and help ensure effective meetings.
- Achieve objectives by using time effectively and increase others' confidence in you by adopting proactive work routines.
- Produce professional minutes and help ensure effective meetings.
- Manage your time effectively and deal with conflicting needs.
- Return to the workplace with increased self-confidence.

WHAT WILL IT COVER?

Understanding Your Responsibilities
- What is required of you to support the team effectively?
- Establishing your contribution to the overall success of the team
- Defining the aims and objectives of those you support
- The five core skills for successful team administrators/assistants

Effective Team Working
- What is required of you to support the team effectively?
- The benefits and dynamics of effective teams
- Team roles - identifying and working with the strengths and weaknesses of others
- Your position within the team - how do others see you?

Contributing to Meetings and Team Briefings
- Developing a persuasive style
- How to contribute positively in meetings
- What are we saying through our body language?
- The importance of listening and questioning

Agendas and Minutes

- Drafting the agenda
- Minute taking without the worry - the do's and don'ts
- Producing professional minutes

Supporting the Demands of the Team
- Analysing your current use of time
- Juggling priorities and personalities
- Negotiating with others to achieve win/win situations
- Tips to reduce stress in the work environment

Personal Development
- An action plan to implement and monitor your progress