MERCURY

Developing Administrative Effectiveness with Positive Skills

7 – 11 December 2026
Cape Town (South Africa)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Developing Administrative Effectiveness with Positive Skills

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Introduction

This course, Developing Administrative Effectiveness with Positive Skills, is designed to help administrative professionals elevate their roles beyond routine tasks by focusing on mindset, productivity, and interpersonal skills. Participants will explore how a proactive, optimistic attitude can transform the way they manage time, communicate, and support organizational goals. Through structured theoretical learning, they will learn actionable strategies to boost both personal effectiveness and team collaboration. The program emphasizes self-management, resilience, and positive influence in the workplace. By combining administration best practices with soft-skills development, the course offers a holistic approach to making administrative work more strategic and rewarding. Ultimately, this training empowers participants to become indispensable, effective administrators who add value with creativity and confidence.

Targeted Groups

This Developing Administrative Effectiveness with Positive Skills targets professionals seeking specialized knowledge and skills:

- Administrative assistants who want to improve their impact
- Office managers are responsible for team coordination
- Executive secretaries aiming for strategic influence
- Personal assistants who support senior leadership
- Clerical staff wishing to boost their professional presence

Course Objectives

Participants will achieve the following objectives by completing the Developing Administrative Effectiveness with Positive Skills course:

- Build stronger self-management abilities to stay organized and focused.
- Learn proactive time-management techniques to handle multiple priorities.
- Develop positive communication strategies to influence others respectfully.
- Strengthen emotional resilience and stress-management capacity.
- Apply problem-solving and decision-making frameworks within their administrative role.
- Promote a positive, supportive work culture in their teams.
- Enhance professionalism through assertiveness, accountability, and continuous improvement.

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Targeted Competencies

Participants will gain the following competencies during the program:

- Self-awareness, confidence, and the ability to adapt mindset in challenging situations.
- Advanced organization skills to structure workflows, digital files, and physical space.
- Effective interpersonal communication, including active listening and clear writing.
- Assertiveness in managing stakeholders, colleagues, and managers diplomatically.
- Emotional intelligence: recognizing and regulating emotions, and empathizing with others.
- Stress management tactics to maintain energy, balance, and a “can-do” attitude.
- Creative problem-solving, strategic planning, and decision-making under pressure.
- Proactivity and accountability to drive administrative excellence and support business goals.

Studying Scenarios

In this training, participants will develop their skills through the analysis of the following scenarios:

- An administrator juggling conflicting deadlines, who must prioritize tasks while keeping a positive outlook.
- A personal assistant navigating a difficult conversation with a demanding manager, using assertive communication.
- A support staff member dealing with persistent stress, applying emotional-resilience techniques to stay effective.
- Secretary organizing a chaotic information system, redesigning the filing and workflow for clarity.
- A team coordinator leading a small project, making decisions, and guiding colleagues with confidence and collaboration.

Course Content

Unit 1: Foundations of Positive Administration

- Defining administrative effectiveness in a modern workplace.
- Understanding the impact of attitude and positive mindset on productivity.
- Self-management fundamentals: purpose, mission, and daily structure.
- Developing a growth mentality to embrace change and challenge.
- Building self-confidence and ownership in an administrative role.

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Unit 2: Time Management and Workflow Optimization

- Identifying and eliminating time wasters in administrative tasks.
- Prioritization techniques: urgent vs. important, Eisenhower-like frameworks.
- Organizing digital and physical workflows for efficiency.
- Using planning tools, to-do lists, and time-blocking effectively.
- Setting realistic goals and performance indicators.
- Balancing long-term projects with daily operational demands.

Unit 3: Positive Communication & Interpersonal Influence

- Fundamentals of effective communication in administration.
- Active listening, asking questions, and clarifying requests.
- Assertiveness without aggression: influencing with respect.
- Managing difficult conversations: feedback, conflict, and negotiation.
- Building strong stakeholder relationships: peers, managers, and external partners.
- Professional presence: email, meetings, voice, and non-verbal cues.

Unit 4: Emotional Intelligence & Resilience

- Defining emotional intelligence and why it matters for administrators.
- Self-awareness: recognizing stress triggers and emotional patterns.
- Self-regulation: strategies for calm, control, and composure.
- Empathy and social awareness: reading others, building trust.
- Techniques to build resilience: breathing, reflection, and mental reframing.
- Maintaining motivation and positive energy in high-pressure environments.

Unit 5: Strategic Problem-Solving & Decision-Making in Administration

- Problem-solving foundations: identifying root causes vs symptoms.
- Structured decision-making models: weighing options, risks, and outcomes.
- Creative thinking in administrative contexts: brainstorming, ideation, innovation.
- Implementing change: managing small administrative projects.
- Evaluating decisions: assessing impact, revising, and learning.
- Action planning: building a personal or team roadmap for continuous improvement.

Final Insights & Key Takeaways

By completing this course, participants will emerge as more confident, proactive administrators who use positive skills to drive real value. They will manage complexity, build stronger working relationships, and contribute strategically to their organization.