

Management Skills for UN Executive Administrative Assistants Conference

Including Protocol and Etiquette



TO REGISTER: t: +27 11 794 2151 e: info@hundfold.co.za

ADMINISTRATIVE DEVELOPMENT PROGRAM

INTRODUCTION

An administrator is responsible for providing financial services, budget preparation, procurement, travel arrangements, property control, and general administration. They offer services, advice and guidance to the programmes, sections and offices within the Institute as endeavor to ensure sound and efficient financial management of resources and funds, in accordance with UN financial rules and regulations, established policies and procedures, and specific donor requirements.

This interactive workshop is therefore designed to help the administration staff in the UN to build and project confidence, keep conversations focused and productive, exhibit knowledge and credibility and exert influence in everyday interactions. Participants will be able to create a powerful alliance with superiors and enhance a professional profile within the organization. Discussions will also examine the essential relationship building skills which will help in the development of workable strategies and establish one's authority and get ideas noticed. Another focus will be the impartation of skills that are needed to make a difference and grow in one's career and in the organization. To excel in this rapidly changing work environment, one needs more skills than ever before like understanding the organisation's business, managing change, communicating strategically, leading, working in teams and juggling new assignments with current responsibilities.

KEY LEARNING OUTCOMES

- Identify the value-added of an administrative assistant and how to improve it
- Understand mechanisms for Effective time management and reactive support role
- Assist in the review and improvement of Management of information with the organization.
- Enhance skills and knowledge in business writing skills
- Practically apply Communication and interpersonal techniques
- Further develop skills to resolve conflict in a flexible and mature manner
- Improve working relationships (vertically and horizontally) and enhance teamwork
- Adopt and adapt principles of Project management and administration
- Know and apply the basics of protocol, office diplomacy and etiquette

TRAINING METHODOLOGIES

Action Plan

Brief variation of a learning contract which learners complete at the end of a training segment or session. This will be used to motivate learners to apply and follow through on the training. Generally, learners are asked to set specific goals to be achieved on the job.

Brainstorming

This is a free-wheeling technique to generate ideas. Groups will be given a question or problem and asked to produce as many ideas as possible through creative, spontaneous flow of suggestions with no judgment or evaluation of the suggestions. Quantity is more important than quality. A more careful analysis of the ideas and their usefulness is postponed until later.

Buzz Group

Groups will be subdivided into small units. All groups meet simultaneously for five to ten minutes to react to a topic, generate ideas or questions, discuss an issue, etc. Used to quickly share the ideas of a large group.

Case Studies

A written or oral account of a situation which requires resolution is given to the learners. Either individually or in groups, the learners are asked to analyze the case and present recommendations. It will be used to apply learning in order to solve problems.

Video Watching

A video will be played where participants will then discuss various issues emanating from the videos

Discussion

A verbal exchange of ideas on a topic or problem of mutual interest. The discussion can be leaderless, led by a learner, or moderated by the instructor. Discussions will be initiated by the instructor through questioning.

Lecturette

An oral presentation in which the instructor or other speaker present facts, opinions, events,

Slip Writing

A quick method of generating questions from learners by asking them to write questions down and pass them to the instructor. The instructor will then read all the questions to the group and either answers or refers questions back to the group.

Socratic Learning

A method by which the facilitator covers course content by asking the group a series of questions which leads them to their own conclusions. Reversed, the learners are asked to generate and ask questions in order to learn about the subject.

DAY 1

VALUE-ADD OF AN ADMINISTRATIVE ASSISTANT

- Understand UN's strategic language (Mission; vision; values; goals. Objectives; key performance areas [KPA]; key performance indicators [KPI];
- Relate job descriptions to performance contracts and performance appraisals
- Understand Acts, policies, standard operating procedures and the compliance obligation of administrators.
- Administrative processes analysis using the "SREDIM" model: Select; record; examine (examine using PPSPM: purpose, place, sequence, person & means); develop; install or implement; and maintain
- Know and understand the operational terminologies: responsibility, delegation, authority, power and accountability

Key Exercises:

- Turning Job Descriptions into Performance Contracts (identifying & crafting the KPIs*
- Group analysis of administration processes using the SREDIM model*

WORKING IN AN EXECUTIVE OFFICE

- Productivity and Administrators' evolving role
- Planning and improving work processes
- Identifying improvement opportunities
- Assessing work flow and analysing processes
- Initiating and leading improvement efforts
- Recognition of achievements

- Overcoming resistance to change and gaining commitment from superiors
- Anticipating your superiors needs
- Establishing, trust, credibility and authority to
- strengthen your relationship with management
- Partnering with other office professionals
- Leading when you are not in a position of authority;
- straight forward approaches to gain support of key people

EFFECTIVE TIME MANAGEMENT

- Create a master list of goals and activities that are competing for one's time and attention
- Learn how individual behavioral styles influence the way one manages time
- Understand how to distinguish important and urgent issues using a matrix
- Develop a strategy for aligning daily activities to support job description and performance contract
- Explore best practice processes for leveraging time to achieve goals
- Learn effective techniques to overcome the main time bandits that divert their time and attention away from pursuing most important goals (including how to deal with the burden of email, how to cope with interruptions, how to say no to low priority requests, how to deal with procrastination, how to delegate low priority tasks, and much more)
- Develop a strategy for making meetings more efficient and productive (logistical & coordinating responsibilities before, during and after the meeting)

Key Exercise

- List activities and populate them into an Urgent/Important Matrix*
- Participants will be able to deal with truly urgent issues, at the same time keeping an eye on important issues.*

DAY 2

WRITING SKILLS

- defining audience needs and organizing information accordingly
- structuring technical information for maximum impact
- presenting information to facilitate decision-making
- choosing the correct format for institutional correspondence
- conveying ideas for maximum clarity
- correcting punctuation and mechanics errors
- effective minute taking using user-friendly formats

Key Exercise

i) Analyse a “protocol on minute taking” for adoption and adaptation in the institution

COMMUNICATION AND INTERPERSONAL TECHNIQUES

- Identify barriers to effective communication
- Recognize and assess your own communication style
- Increase your understanding of how your behavior impacts others and the way others respond to you
- Choose words that are appropriate for a particular situation
- Use verbal and nonverbal techniques that help get your message across
- Learn techniques for giving and receiving constructive feedback
- Communicate the appropriate visual, verbal, and vocal message
- Sharpen your listening skills
- Improve telephone communication skills

Key Exercise

i) Participants to undertake **SPITZBERG & CUPACH'S INTERPERSONAL COMMUNICATION COMPETENCE Self-Assessment**

ii) They will also do a Communication Self-Assessment which categorises individuals into Thinkers, Feelers, Sensors & Intuitors

DAY 3

INFORMATION MANAGEMENT

- Understand how to creating the right information that is reliable, of the right quality and quantity
- How to create information in appropriate formats
- Analysis of different audiences for different information
- Define the purposes for which your information can be used
- Reviewing the system of locating and accessing information
- Identify the most appropriate and cost-effective means of storing information
- Ensuring Appropriate Email Use
- Identifying and managing emails as records
- Creating Reliable Records

Key Exercises

- Identify particular information & take it through the stages of collection, collation, processing, and presentation*
- Conduct a stakeholder expectations analysis for different types of data & formats*

PLANNING AND SCHEDULING

- Short- and Medium-Term Planning - Discover what it takes to plan iterations and releases.
- Dynamic Planning - Explore the distinction between having a plan and planning.
- Realistic Schedules - Learn how to adjust schedules based on knowledge gained during a project.
- Transparency - Work with tools to make plans and schedules visible to stakeholders.

ETHICS IN THE WORKPLACE

- Heighten the professional ethical standards of all employees.
- Integrate ethical reasoning with other work behaviors.
- Enhance employee commitment to developing a code of ethics
- Steps in Making Ethical Decisions
- Ethical Choices
- How Personal Ethics are Formed
- Consequences of Unethical Behavior
- Rewards of Ethical Behavior
- Challenging Professional Ethics
- A Code of Ethical Standards

OFFICE MANAGEMENT

- Appreciate the strategic importance of defining and understanding your crucial role as an office manager
- Discover the key to a robust and effective organisation
- Describe how to effectively manage the dynamics of change
- Recognise how to take on extra responsibility while staying in control
- Understand effective negotiation and influencing skills and how to best apply them in your role
- Learn how to get the outcome you desire through effective win/win communication skills
- Appreciate how to cram 24 hours into a morning – learn dynamic time management tools
- Gain insights into managing difficult people, situations and stress in a calm and effective manner
- Learn to foster a productive, efficient and positive office environment

DAY 4

CONFLICT MANAGEMENT

- Define conflict.
- Explain the escalation of disagreement into conflict.
- Recognize the five styles of conflict resolution and the benefits and pitfalls of each style.
- Understand your preferred style of conflict resolution.
- Apply techniques to managing emotions during conflict.
- Discuss the effect that power has on conflict resolution.

Key Exercises

- Self-assessment exercise on whether participants are collaborators, avoiders, competitors, compromisers or accommodators*
- Case study on conflict between colleagues and how a line manager dealt with it*

RELATIONSHIPS AND TEAMWORK

- Determining your interpersonal strengths and weaknesses: how you work with people
 - Establishing rapport: making others feel valued
 - Building relationships in a multicultural workforce
 - Crossing the divide: working effectively with other departments
 - Overcome negativity in the workplace – and stop it from spreading
 - Understanding how your behaviors and attitudes impact others
 - Strategies for quickly defusing explosive situations
 - Communicating inter-culturally in a globally representative institution
 - Collaboration among different personality types
-
- Teamwork between teams: organizational productivity
 - Everyday activities to turn diversity into compatibility and collaboration

Key Exercise

- Case study on how a strained relationship between a manager and a staff member affected team harmony and productivity*

PROJECT MANAGEMENT

- Define projects, project management, and project managers
- Identify the Project Management Life Cycle phases: Initiation, Planning, Execution and Closure.
- Distinguish between project and non-project work.
- Identify project stakeholders and their roles and needs.
- Define project administrator duties.
- Interpret information from project management tools e.g. Gantt chart
- Create reports using templates e.g. time sheets, status reports, risks & issues.
- Manage/Administer project communications, meeting administration, record keeping, documentation control, finances, contracts, procurement, billing, payments and assets.
- Co-ordinate project changes and administer project quality control

Key Exercise

- i) *Participants identify a project that they will take through the project life cycle and identify their roles at each stage*

DAY 5

FUNDAMENTALS OF PROTOCOL

- What Is Protocol and Etiquette
- Order of Seniority for Official Functions
- Flying of the UN Flag with flags of sovereign states
- How to arrange for signing ceremonies
- How to Address Various Office Bearers in Speech, in Letter Writing and when with Spouses (Heads of State, Heads of Government, Diplomats, e.t.c)
- Acceptable Conduct when Facilitating Introductions
- Seating arrangements for host team and guests
- International Cultural Etiquette

Key Exercise

i) Participants will conceptualize a signing ceremony and highlight key protocol issues to observe

SAMPLE FACILITATOR GENERAL GUIDE

TIME TABLE

STARTING & FINISHING	08h30 TO 16h00
BREAKS TEA:	10h30 TO 10h45
LUNCH:	14h30 TO 13h30
TEA BREAK:	15h00 TO 15h15

PROCESS	RATIONALE & PROCESSES
PRELIMINARY PROCESSES	
INTRODUCTIONS	Knowing a person's name & surname; position; unit; duration in that position; position of supervisor
OUTLINE THE WORKSHOP TIME TABLE	Consider concerns of participants & adjust the program if necessary
CAPTURE THE PARTICIPANTS EXPECTATIONS	Integrate them with the workshop outcomes
OUTLINE THE MODULAR OUTLINE?	Provide a 5- day road map for the workshop
FACILITATON PROCESSES	
VALUE-ADDED? OF THE ADMINISTRATIVE ASSISTANTS	<ul style="list-style-type: none"> Participants will define what value-add is being guided by the facilitator Subsequent to that Participants will be asked on their understanding of Mission; vision; values; goals. The facilitator will then unpack the terms. Later the UN Mission; vision; values will be discussed for participants to determine how they contribute to their achievement. Facilitator will then explain the relationship between job descriptions, performance contracts as well as differentiate key performance from key performance indicators & how they are all crafted. The workshop groups will then analyse a sample Job description which they will then break- down into Key Performance Indicators. Presentations will subsequently be made with discussions being directed by the facilitator The purpose for discussing Acts, Policies & Standard Operating Procedure will be to enable participants to understand the legislative & regulatory environment that influences their operations. Participants will then be split into groups to analyse these systems and processes using the SREDIM Model Plenary sessions will then bring the presentations for open engagement.