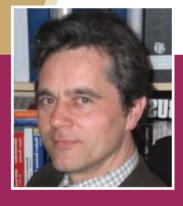# Certified Administration Manager (CAM)

This Hands-On, Interactive Course Will Give You The Practical Knowledge And Tools To Develop Administrative Skills At Both Personal And Organisational Levels

On This Course, You Will:

1. **Develop** your ability to read and understand organisations, and apply fundamental Administrative Management techniques to improve strategic capabilities

2. **Learn** how to influence those around you through understanding motivation, teams and people, and improve your own self-development, time-management, and delegation skills in the workplace

3. **Reflect** on your own administrative practices and contribute to improving the performance of systems and resources using powerful development frameworks to improve the quality and communication of administrative information

4. **Maximise** your own personal development, and equip yourself for promotion and further study options

NEW FOR 2018!
Transformational methodologies – understand the importance of organisational structure and culture, and Muda techniques for optimised administrative productivity

Led by
Mark Northway

10 – 13 December 2018*
Grand Hyatt Hotel, Doha, Qatar

OFFER
3 FOR 2
Save up to **$1000** by booking early!

informa tharawat

Certified Administration Manager (CAM)

10 – 13 December 2018* | Grand Hyatt Hotel, Doha, Qatar

Corporate Member

The CPD Certification Service

About CPD

Established in 1996, The CPD Certification Service is the independent CPD accreditation centre working across all sectors, disciplines and further learning applications and supports policies of institutional and professional organisations globally.

CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up to date. This course is an accredited Continuing Professional Development (CPD) training which means it meets CPD standards and benchmarks. The learning value has been scrutinised to ensure integrity and quality.

CPD CERTIFIED
The CPD Certification Service

Meet Your Expert Course Leader

Mark Northway
BA (Hons) FInstAM
Independent Training Consultant

He is Director and Courses Co-ordinator for Deltic Training, a provider of accredited qualifications, delivering strategic administration and business management courses, from UK Level-3 through to Level-5 on a worldwide basis. He is a former Director and Trustee of the Institute of Administrative Management (IAM), a Chief Examiner of the IAM, and a Prince's Trust Award winner for his role in business mentoring in the UK.

Mark has considerable experience in planning and managing the delivery of the Centre for Administrative Management Studies (CAMS) professional qualifications at Certificate, Diploma and Advanced Diploma level, and holds a Bachelor of Arts in Administrative Management from the University of Lincoln.

His areas of specialisation are in administrative systems and processes, change management, and financial control, with practical knowledge gained in the manufacturing and service sectors.

Course Requirements And Certificates

Delegates must meet two criteria to be eligible for a Certificate of Completion for a course:
1. Satisfactory attendance – delegates must attend all sessions of the course. Delegates who miss more than 2 hours of the course sessions will not be eligible for the course assessment
2. Successful completion of the course assessment

Delegates who do not meet these criteria will receive a Certificate of Attendance. If delegates have not attended all sessions, the Certificate will clearly state the number of hours attended.

Course Assessment

Assessment will be ongoing and based on in-class participation.

Course Methodology

You will engage in interactive group activities and discussions throughout the course, and discover transformational methodologies to help you become truly effective within your current and future roles.

Who Should Attend

This course is suitable for anyone with an administrative role in an organisation, or responsible for the processing of information. It is also highly recommended for those with – or wishing to achieve – higher management and board responsibilities in developing strategies to achieve organisational success through application of Administrative Management techniques:
- Administrators
- Administrative Assistants
- Senior Assistants/Co-ordinators
- Office Managers and Supervisors
- Office Administrators
- Personal Assistants
- Executive Secretaries
- Executive Assistants
- Management Secretaries
- Department Co-ordinators
- HR and Finance professionals

Course Timings

Registration will be at 08:00 on Day One. Course sessions will start promptly at 08:30 each day and end at 14:30. There will be two short breaks for refreshments and lunch will be served at the end of each day's session.

Introduction

The science of Administrative Management (AM) provides a powerful tool with which to understand organisations and to create effective environments to process information.

This practical, interactive course is designed to increase your understanding of the role of the professional Administrator in your organisation. You will examine, through theory and practical examples, the different structures that organisations adopt and how these affect the systems, procedures, culture and the people who work in organisations. Using group workshops and activities you will exchange knowledge with other delegates and your Course Leader to improve your understanding of your role as a professional Administrator in support of your organisation's aims and objectives.

Having laid the foundations in Days One and Two, Days Three and Four consider methods to improve administrative practice at both personal and organisational level.

This course is designed to ensure that what you learn may be applied immediately in the workplace, as well as form the basis for longer term strategies.

Pre-Course Preparation

There is no requirement for specific pre-course activities. Delegates will be expected to reflect on their own experience and be prepared to share knowledge during the interactive sessions.

Course Outline

Day One

Understanding Your Organisation

- The purpose of organisations
- Mission statements, long-term aims and short-term objectives

- Applying Specific, Measurable, Achievable, Realistic and Timely (SMART) techniques in developing aims and objectives
- Organisational structures and their impact
- Analysis of organisations, using Handy's models, and contemporary approaches to organisational design
- The concept of organisational culture
- The impact of structures and cultures to administrative activities
- The organisational lifecycle, and the need for organisational regeneration
- The importance of organisational 'roll-back'

Managing In Administrative Environments

- The role of management in administration
- Models of management, and their impact
- X and Y management approaches
- Key management skills

Leadership In Organisations

- The concept of leadership
- Leadership styles and approaches
- Ethical leadership and social responsibility

Key Management Theories And How These Have Shaped The Modern Organisation

Systems View Of The Organisation

- How the systems view supports organisational development
- System concepts
- Measuring systems performance – efficiency and effectiveness
- The administrative system
- Identifying processing and costs in administrative activities
- The concept of the information supply chain

Day Two

Working With People

- The nature of administrative work and the impact of technology

- Designing the perfect job
- The role of motivation in the organisation and creating satisfying jobs
- Applying the theories of Maslow, Herzberg and Vroom
- Creating motivational environments
- The role of the psychological contract

Dealing With Change

- The causes of change through Political, Economic, Social, Technological, Environmental and Legal (PESTEL) modelling
- Identifying change drivers
- The role of leadership in times of change
- Dealing with resistance to change, and stress reduction
- Planning and implementing change

Working In Teams

- The role of teams in organisations
- Groups or teams? The stages of team development
- Building effective team environments
- Learn your own team role and the importance of determining the roles of others
- Reducing the impact of risky-shift and groupthink in teams
- The development of self-managed teams

Day Three

Information In The Organisation

- Identifying information problems
- Information audits
- Recording information sources and leverage of the information supply chain
- Identifying information costs
- Information overload – its effect and methods for reduction

Communication And The Administrative Professional

- The role of communication – common problems
- Communication models and their impact
- Evaluation of communication methods, and their relationship to structure and culture
- Effective communication and its contribution to effective culture change
- Organisational management of email, Voice over Internet Protocol (VoIP) such as Skype, and creating best practice

Improving Administrative Practice

- Performance measures in administration
- Approaches to quality
- Critical Success Factors (CSFs) and Key Performance Indicators (KPIs) in administrative environments
- Muda and the administrative professional

Day Four

Professionalism And The Administrative Professional

- Implementing personal and professional development plans
- Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis
- Continuing Professional Development (CPD) and the administrative professional
- Measuring "return on talent"

Knowledge Management In The Organisation

- The importance of organisational knowledge
- Knowledge transfer and the work of Nonaka

Creativity And Innovation

- The role of creativity and innovation in administrative environments
- The impact on structures and cultures
- Creating innovative environments

Time Management For The Professional

- An overview of fundamental approaches
- The work of Adair
- The Seven Habits of Highly Effective People

Certified Administration Manager (CAM)

10 – 13 December 2018* | Grand Hyatt Hotel, Doha, Qatar

TO REGISTER

☎ +974 5563 7236

✉ register@informatharawat.com

Course	Course Fee Before 1 October 2018	Course Fee Before 5 November 2018	Final Fee
Certified Administration Manager (CAM) 10 – 13 December 2018*	US$ 3,995	US$ 4,495	US$ 4,995

*Book and pay full fee for two colleagues and the third attends for FREE.

Not applicable in conjunction with corporate discounts. Payment to be settled before start of the course to avail the offer. The 3 for 2 offer is valid on full price final fee registration only.

DISCOUNTS AVAILABLE FOR 2 OR MORE PEOPLE

Call: **+974 5563 7236**
E-mail: **info@informatharawat.com**

Course fees include documentation, luncheon and refreshments. Delegates who attend all sessions and pass the course examination will receive a Certificate of Completion.

DELEGATE DETAILS

First Name: _____ Surname: _____

Job Title: _____

Company: _____

Address: _____

Postal Code: _____ Country: _____ City: _____

Tel: _____ Mobile: _____ Fax: _____

Email: _____

PAYMENTS

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event.

AVOID VISA DELAYS — BOOK NOW

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible.
Visas for non-GCC nationals may take several weeks to process.

CANCELLATION

- You will receive a refund of your fees paid to Company (if any): (i) if you cancel your registration 57 days or more before the event (Course/Conference), subject to an administration charge equivalent to 10% of the total amount of your fees (plus VAT where applicable). The Company regrets that the full amount of your fee remains payable in the event that your cancellation is 56 days or less before the event or if you fail to attend the event. If a cancellation changes the entitlement to a multi-registration discount, the lowest value registration will be cancelled first.
- No cancellations are accepted once any part of a single or multi registration party has accessed the pre-event or partnering facilities if applicable.
- All cancellations must be sent by email to **register@informatharawat.com** marked for the attention of – Customer Services Cancellation and must be received by us. You acknowledge that the refund of your fees is your sole remedy in respect of any cancellation of your registration by you and all other liability is expressly excluded.

BC7348Q

EVENT VENUE

Grand Hyatt Hotel, Doha, Qatar
Tel: +974 4448 1234

AA/LM   PROFESSIONAL DEVELOPMENT