

In Association With



Deltic/CAMS International Certificate in Administrative Management

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



Led by
Mark Northway

NEW FOR 2018!

Transformational methodologies – understand the importance of organisational structure and culture, and MUDA techniques for optimised administrative productivity

***NORWICH Tuesday 15th to Friday 18th May 2018
at the Hotel Nelson (Adjacent to railway
station)***

***LONDON 29th May to Friday 1st June 2018 at
Royal Overseas League, St James's, London.***

Endorsed by:



The Institute of Administrative Management (IAM) is the oldest management Institute in the UK having inspired professional business managers and administrators [since 1915](#).

The IAM focus is on developing professional administrators, administrative managers, and business leaders. We do this through our [membership](#) services and [qualification](#) programmes to help individuals develop skills, build successful careers, and fulfil their potential.

Course Requirements and Certificates

Delegates must meet two criteria to be eligible for the IAM Certificate of completion:

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 IAM certificate of completion
2. Appropriate engagement and contribution during the course.

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

Formal Course Assessment (CAMS Certificate)

Assessment will be by submission of two assignments, to the appropriate standard demonstrating understanding and relevant application of the course subjects..

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 Assistant Co-ordinators
- Office Managers and Supervisors
- Office Administrators
- Personal Assistants
- Executive Secretaries
- Executive Assistants
- Management Secretaries
- Department Co-ordinators
- HR and Finance professionals

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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 former 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.

"It was a wonderful learning experience. Mark has vast experience and I will love to attend any future course."

Mohammad Nadeem, Office Manager, **Etisalat**, UAE

"[The course] covers all the tools needed in a day-to-day business and enhances personal growth. [Mark] kept us motivated and entertained; he explained the topics well, used a lot of personal experience and examples, and gave us active exercises. Really enjoyed it. The group was amazing!"

Faiza Jones, Executive Secretary, **ASPETAR**, Qatar

"Mark is very capable of imparting knowledge...through examples, illustrations, etc. Knowing my background, he managed to tackle issues that are relevant to my work environment."

Majed Al Awadhi, Admin & HR Assistant,
Arab Petroleum Investments Corporation (APICORP), KSA

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Course Timings

Registration will be at 08:30 on Day One. Course sessions will start promptly at 09:00 each day and end at 16:30. There will be two short breaks for refreshments and lunch will be served during 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.

- 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

Course Outline

Day One

Understanding Your Organisation

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

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E: courses@deltic-training.co.uk

- 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 stressreduction
- 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



Would You like to run this course
in-house?

customised training solutions

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FIVE WAYS TO REGISTER

☎ +44 (0)1263 711811

✉ courses@deltic-training.co.uk

🌐 www.deltic-training.co.uk

✉ Deltic Training Ltd, 1 Park Road, Cromer, Norfolk, UK, NR27 0EA

DELTIC/CAMS INTERNATIONAL CERTIFICATE IN ADMINISTRATIVE MANAGEMENT

Please tick to indicate chosen venue

NORWICH venue

Delegate fee for course at either venue is £1,295 + VAT (Total £1,554)

Course fee includes documentation, luncheon and refreshments.

LONDON venue

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.

CANCELLATION

- If you are unable to attend, a substitute delegate will be welcome in your place
- Registrations cancelled more than 15 days before the Event are subject to a £250 administration fee
- Registrations cancelled between 14 – 8 days before the Event are subject to a 25% cancellation fee
- Registrations cancelled 7 days or less before the Event must be paid in full
- All registrations are subject to acceptance by Deltic Training Ltd which will be confirmed to you in writing
- In the event of unforeseen circumstances, Deltic Training Ltd reserves the right to cancel the course, change the programme, alter the venue, speaker or topics
- For full details, please visit www.deltic-training.co.uk

EVENT VENUES

LONDON: The Royal Overseas League, 5 Park Place, St. James's, London SW1A 1LR.
Tel: 0207 408 0214

NORWICH: Hotel Nelson, Prince of Wales Road, Norwich NR1 1DX
Tel: 01603 214438

We highly recommend you secure your room reservation at the earliest to avoid last minute inconvenience. You can contact our Hospitality Desk for assistance on:
Tel: 01263 711811
Email: info@deltic-training.co.uk

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