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MINI MBA (BUSINESS MANAGEMENT)

PIK373-0725 LON-1



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Place: London (UK)

Venue:

Start Date: 30-07-2025

End Date: 05-08-2025

PPP: £4950



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**If you can't train them,
you can't blame them!**

Short Description:

Course Description Administrators and officers are constantly requested to expand their existing knowledge and skill set. This course has been developed to enrich the Admin professionals' knowledge in the areas of organizational structures, organizational systems, HR/Admin reporting, legal documentation, and effective operations management. In addition, the course provides an extensive body of knowledge on the competencies required for successful HR administrators. What Do Participants Learn? 1. Identify the role of operations administrators within the HR structure of their organisation. 2. List and develop competencies required for successful HR administrators. 3. Distinguish between various types of organisational structures and develop structures using Microsoft vision. 4. Describe the core functions of HR/Admin systems and determine business requirements for their organization's HR system. 5. Develop HR/Admin reports using different types of graphs and templates. 6. Conflict resolution, emotional intelligence and situational decision making. 7. Report writing, working on ERP and working on policies procedures of admin operations.

Course Overview:

Who Should Attend?

HR/Administrators and officers who wish to develop their knowledge and improve their HR administration skills.

Objectives:

This course is designed to sharpen the skills of all officers and to give them a critical understanding within three fundamental areas:

- Strategic Planning and operational excellence.
- Strategic Administration.
- Office and People Management.

Program Outline:

Day 1 : Programme Introduction / Roles, Competences and Personal Effectiveness

1. Programme Introduction and Objectives.
2. Action Planning.
3. The '*competence*' model of skills, behaviours' and values.
4. Emotional and Chronistic Intelligence.
5. Personal Competence Review.
6. Time Management Constraints – *resources, systems, other people and self*.
7. Handling Requests and Conflicting Priorities.

Day 2 : Team Working, Event & Travel arrangements

1. Team Working and Team Roles.
2. Briefing skills – giving, receiving and passing on.
3. Organising and participating in meetings, managing urgent travel reservations, learning international travel protocols.
4. Aligning employee's requests with the organizational budget and plan accordingly.

Day 3 : Managing Working Relationships / Communication Skills / Supervising Admin Staff

1. Delegation – *giving and receiving*.
2. Coaching and Training Colleagues and Staff – *skills of on-job training*.
3. Communication and Listening Skills.
4. Building Rapport.
5. Developing a Network of Working Relationships – *influencing skills*.
6. Assertiveness and Conflict.
7. People Problems and Problem People.
8. Helping others Perform – *case study*.
9. Practical Motivation.
10. Criticism Skills.

Day 4 : Managing Time / Desk Management and Office Technology / Writing Skills

1. Planning and Priority Setting.
2. Office Layout and Ergonomics.
3. Managing the paper-load and developing paperless systems.
4. Getting the best from Office Technology.
5. Letter Writing.



6. E-mail Efficiency and Etiquette.
7. Writing and Editing Reports.
8. Proof-Reading Skills.
9. Setting up / developing writing layout and style guidelines for the organisation.
10. Writing & designing presentation slides.

Day 5 : Managing Information & Budgets / Improving digital skills

1. Principles of information management – *scheduling, filtering and digesting*.
2. Interpreting and presenting statistical information.
3. Designing and using graphs.
4. Designing surveys, presenting findings and interpreting meaning.
5. Basic concepts of financial management.
6. Monitoring budgets and variance.
7. Improving employee service – *continuous improvement*.
8. Action planning.