

€ TRAINING

Mastering Follow up Management and
Administrative Support

A group of four smiling business professionals (two men and two women) in a meeting. They are wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is blurred, showing a modern office setting.

1 - 5 September 2024
Dubai (UAE)



Mastering Follow up Management and Administrative Support

REF: K2700 DATE: 1 - 5 September 2024 Venue: Dubai (UAE) - Fee: 4400 Euro

Introduction:

In this training program participants will be equipped with the essential skills and tools necessary to understand and execute follow-up management and support operations within the administrative environment. It will offer specialized and interactive content to ensure the effective application of acquired concepts and skills in real-world work contexts.

Program Objectives:

By the end of the program, participants will be able to:

- Identify the skills required to understand and efficiently execute follow-up management procedures and provide effective administrative support.
- Enhance their abilities to track project progress and provide effective support to administrative teams.
- Implement strategies that enhance business efficiency.

Target Audience:

- Business Managers.
- Administrative Supervisors.
- Employees working in the field of administration who wish to develop their skills in follow-up management and business support.

Program Outline:

Unit 1:

Fundamentals of Follow-up Management and Support:

- Introduction to Follow-up Management and its Importance.
- Defining Follow-up and Support Objectives.
- Analyzing Requirements and Identifying Key Performance Indicators KPIs.
- Data Collection and Analysis Techniques.

Unit 2:

Planning and Organizing Administrative Work:

- Project Planning and Scheduling.
- Task Allocation and Assignment of Responsibilities.
- Risk Management and Change Control.
- Handling Complex Challenges in Administrative Work.

Unit 3:

Implementation of Follow-up and Monitoring Techniques:

- Using Software Tools to Track Progress.
- Preparing Follow-up Reports and Analysis.
- Handling Variances and Implementing Corrective Actions.

Unit 4:

Administrative Support and Efficiency Enhancement:

- The Role of Decision Support in Effective Management.
- Providing Support to Administrative Teams and Enhancing Their Collaboration.
- Developing Strategies to Improve Efficiency.

Unit 5:

Evaluation and Improvement of Administrative Processes:

- The Importance of Performance Evaluation and Results Measurement.
- Utilizing Performance Analysis Tools and Proposing Improvements.
- Applying Total Quality Management TQM Principles.
- Developing Action Plans to Improve Administrative Performance in the Short and Long Term.