

Informa Connect

Academy



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



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In partnership with



EARN UPTO 24 CPD POINTS

Course Information

Course Overview

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 the programme, 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.

What Will You Gain?

- Develop your ability to read and understand organisations, and apply fundamental Administrative Management techniques to improve strategic capabilities
- 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
- 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
- Maximise your own personal development, and equip yourself for promotion and further study options



About CPD UK



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.

About Informa Connect Academy



Informa Connect Academy is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners.

We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.



Course Information

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 the application of Administrative Management techniques:

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

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.

The in-person training will offer a deeper dive into the key concepts, exercises, and provide opportunities for longer discussions.

Course Requirements and Certificates

You must meet two criteria to be eligible for an Informa Connect Academy Certificate of Completion:

- **Satisfactory attendance** – You must attend all sessions of the course. If you miss more than two hours of the course you will not be eligible to receive the Certificate
- **Successful completion of the course assessment** – Assessment will be ongoing based on your in-class participation

If you do not meet these criteria, you will receive an Informa Connect Academy Certificate of Attendance. If you have not attended all of the course, the Certificate will clearly state the number of hours you attended.



Meet your Course Director

Dr Neysha Ramjohn

LLB, LL.M, BSc, MSc, MBA, MSc, Dip. FMS, Dip FHI, Dip MJ, Ph.D. PGCHE, MA
Recognised Teaching status granted by Cranfield University.

Neysha is a dynamic international trainer driven by her keen interest in people development and combines her extensive academic qualifications with practical know-how. Neysha is an accredited evaluator and assessor by different leading associations. She has conducted different seminars and workshops in several academic and management training sessions and conferences in places such as: New York, Washington, Birmingham, London, Manchester, Dubai, Doha, Bahrain, Beirut, Jeddah and Dhahran. Neysha is a success-driven trainer with a wide breadth of leadership and training experience. Self-motivated leader who is committed to exceeding professional expectations. Flexible team player with a proven track record of prioritising and completing multiple tasks to achieve departmental goals.

A skilled trainer with comprehensive abilities in the areas of assessment, design, development, and deployment of courseware via blended environments for the workplace. Skilled and excellent speaker with the ability to excel through innovative techniques and out of box thinking. Offers strong interpersonal skills combined with demonstrated strengths in development, training, and facilitation. Combines superior business acumen and group facilitation skills with the ability to promote an all-inclusive, high-performing culture where team members embrace and leverage each other's talents to achieve full potential.

Result-oriented trainer and educator with demonstrated ability to function effectively in an adverse environment, as well as work and train with diverse learning styles. Neysha has led diverse teams of professionals in training and learning design interventions and facilitated training programmes in partnership with broad-ranging groups of stakeholders. Neysha is fondly described as "utterly creative, theatrical and absolutely passionate in engaging with others". With over 15 years' experience in coaching and lecturing at numerous prestigious institutions, Neysha moved into training and organisational development, where she has risen from rank and file.

Interaction and engagement are Neysha's main aims in all her training programmes! Neysha is well-known as an "entertainer". Over the years, Neysha has implemented various employee development plans – which range from clerical, right up to top management – by introducing minimum training hours, development plans and HiPo (High Potential) programmes. Neysha has trained delegates from a variety of companies such as Abu Dhabi Distribution, ADIB, ADCO, Aluminium Bahrain, Ambulatory Healthcare Services, Haya Water, Mubadala, Qualcomm, and Emirates LNG.



Course Outline

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

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

Course Outline

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

Information in the Organisation

- Identifying information problems
- Information audits
- Recording information sources and leveraging 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

Professionalism and the Administrative Professional

- Implementing personal and professional development plan
- 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 culture
- Creating innovative environments

Time Management for the Professional

- An overview of fundamental approaches
- The work of Adair
- The 7 Habits of Highly Effective People®

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BOOK
NOW

ABOUT INFORMA CONNECT ACADEMY

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For Special Offers And Discounts:

Call: +971 55 176 0524
Email: MEenquiries@informa.com

Want To Run This Course In-Company?

Call: +971 4 407 2624
Email: cts@informa.com

ABOUT TIMINGS, PRICING AND DOCUMENTATION

Course fees include documentation, luncheon and refreshments for in-person learners. Delegates who attend all sessions and successfully complete the assessment, will receive a Informa Certificate and any applicable partner certificates. A hard copy will be provided to in-person learners and a soft-copy will be provided to virtual learners.

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.

REGISTRATION, PAYMENTS AND CANCELLATION

All registrations are subject to our terms and conditions which are available at <https://informaconnect.com/delegate-terms-and-conditions>. Please read them as they include important information. By submitting your registration, you agree to be bound by the terms and conditions in full. All registrations are subject to acceptance by Informa Connect which will be confirmed to you in writing.

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

For full cancellation details, please visit <https://informaconnect.com/delegate-terms-and-conditions>. All cancellations must be sent by email to register-mea@informa.com marked for the attention of Customer Services Cancellation. Due to unforeseen circumstances, Informa Connect reserves the right to cancel the course, change the programme, alter the venue, speaker or topics. For full details, please visit www.informaconnect.com/academy.

Informa Connect Academy

If you have any questions about the course
or applying, please contact us on:



www.informacconnect.com/academy



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