The Effective Administrator

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Course objectives

• The role of administrator
• Effective office systems
• Creating rapport
• Managing your time and workload
• Working with colleagues and managers
The key role of administration

- Running the organisation/
  “only the admin”
- Diverse tasks from simple
to complex
- Confusion about role
- Insufficient resources
- Mix of creativity/people skills/being organised
- “My work is the most important”
Effective systems

• Design systems which work for you and others

• Get colleagues/managers on board

• Be assertive

• Make sure you are kept informed

• Let people know what your role is
Organising your office
10 top tips

• 1. Make your workspace simple to use – both desk and PC
• 2. Keep details of your contacts so they are easy to retrieve
• 3. Tidy your office system regularly
• 4. Set calendar reminders
• 5. Share best practice – meet with others doing similar jobs
Ten top tips cont.

6. Flag you emails both sending and receiving for attention
7. Archive you PC files/emails
8. Manage your files centrally
9. Keep on top of supplies
• Update your team with systems
Some barriers

- Unclear job role
- Too many/irrelevant meetings
- Taking minutes
- Answering other people’s calls
- Interruptions from colleagues
- Searching for things
- Waiting or other people
- Lack of skills or confidence
- Being given work at last minute
Managing the people

• Build good relationships
• Expect cooperation
• Give clear explanations/diagrams
• Emotional Intelligence
• Acknowledge feelings
• Be firm and fair
Emotional Intelligence

• Understanding your own emotional responses
• Managing your own responses - not just reacting
• Stay motivated
• Understanding other people’s emotional responses
• Helping other people manage their emotions
Managing your time

• Be clear about the priorities of your job
• Plan ahead
• Try to get a bit more control of your time, e.g. “time out”
• Manage interruptions
• Sometimes saying “no”
• Negotiate your work load
Prioritising

- Urgent - do it now!
- Not urgent - plan when
- Not important to you – defer / delegate
- Not urgent nor important - dump
Managing emails

• Resist constantly checking your emails
• Prioritize
• Ask yourself if an email is the best form of communication - sometimes for complicated matters the phone is better
• Be aware of privacy and keeping your address off spammers lists
• Be polite even if you receive an aggressive email
Efficiency Pointers

• Clear desk
• Arrange work space
• High energy time and private hour
• Making decisions
• Action plans
• Clustering calls and emails
• Break the urgency habit
• Just say “no”
Setting limits

• Limiting availability
• Limiting duration
• Limiting importance
• Limiting involvement
• Limiting standards
• Limiting urgency
Assertiveness – what is it?

• Saying what you want or don’t want without violating the rights of others to do the same
Saying “No”

• Say it once

• Say it clearly

• Explain your situation

• Try to help the other person to create solutions
Negotiating your workload

• Prepare our case with a suggested solution and make your case clearly
• Ask yourself “How can I say this in a way they will hear it?”
Understand the consequences for and interests of the rest of the team and the manager – Win/Win
• Be clear about objective criteria eg job description
• Decide what you will do if it doesn’t work out