



Professional Purchasing Skills (Certified Purchasing Professional)



2 - 13 September 2024



Geneva (Switzerland)

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course code: P4098 From: 2 - 13 September 2024 Venue: Geneva (Switzerland) - course Fees: 4500 Euro

Introduction

This practical and highly popular workshop rapidly develops the key skills and knowledge that enables new and developing office professionals to maximise their contribution in the workplace.

The workshop shows you how to plan and organise efficiently, develop confident communication skills and proactively contribute to the successful achievement of the organisation's goals.

Objectives

By the end of this workshop delegates will be able to:

- Develop the skills and attributes of a first class office professional and make a greater contribution in their workplace.
- Become more confident
- Become more proactive
- Communicate more confidently and effectively with your manager, colleagues and other departments
- Deal with the difficulties and pressures of working in a modern office.
- Prioritise between urgent and important tasks
- Plan, organise and manage time more effectively
- Present yourself more confidently and efficiently
- Write, email and use the phone more professionally and effectively.

Training Methodology

This particular programme is structured using a combination of interactive activities, group and individual exercises, role-plays and discussion interspersed with formal inputs supported by Power Point presentations.

Inter-group discussions to share working experiences are also an important ingredient in the process. Skills are introduced and revisited at regular intervals throughout the programme to facilitate reinforcement and to help delegates remember them. -

The tutors are always on hand for one-to-one discussions with delegates regarding any problems or confidential matters that they may wish to discuss. On offer, each day following lunch, will be an open session for 1 hour, by request, for individual or group discussion(s) on any additional subjects required or problems or issues that delegates may have or wish to discuss.

Organisational Impact

Delegates attending this programme will better appreciate the knowledge, skills and competencies required to fulfil their current and future job/role requirements more effectively. They will be exposed to, and will have the opportunity to practice, sets of competencies that are an essential contribution towards achieving business objectives in a cost effective manner. They will have a better understanding of other people's needs, perspectives, and how they may support and work with them

to the benefit of all. The organisation will see the benefits of integrating such fundamental behaviours towards the provision on an enhanced service and support to their line managers, colleagues and customers.

Our underlying philosophy is simple and is based upon the notion that people are an employer's greatest and most expensive asset therefore our aim is to provide maximum return on investment. Often what differentiates the successful executive administrator is a deep understanding of people and human behaviour coupled to an ability to respond and react appropriately. The aim is to enable people to provide first class service both within the organisation and with external customers.

Personal Impact

Attendance on this high level programme will result in individuals being exposed to senior support staff from a wide range of organizations thereby creating a network of contacts. They will be introduced to a range of interpersonal and organisational competencies required to achieve superior performance in their support roles.

The well tried and tested approaches adopted in this innovative programme will benefit individuals whilst working and managing the pressure, tensions and demands of their respective workplaces.

Delegates will be exposed to a range of different proven techniques which the individual can tailor and modify to suit their own styles and organisational behaviours. They will have ample opportunity to practice many of these skills and competencies in a friendly atmosphere where maximum learning can take place.

SEMINAR OUTLINE

DAY 1

Setting the scene, assessing existing skills, Time Management

- General introduction
- Assessing prior skills and knowledge
- Competencies required
- Perceptions, attitudes and beliefs
- Learning Styles/Thinking Styles
- Time management skills
- Time Management Group Activity 1
- Video on time management
- Time Management Group Activity 2

DAY 2

Organising and Planning

- Managing workflow
- Techniques for organising and planning – brainstorming, SWOT analysis, Goal setting, setting SMART objectives
- Group Activity
- Mind Mapping
- Video

- Group Activity – mind mapping exercise
- Managing meetings

DAY 3

Communication Skills

- Understanding Assertiveness
- Group Activity on assertiveness
- Listening and questioning skills
- Group activity on listening effectively
- Body Language
- Group activity on body language
- Video

DAY 4

Team working

- Conflict management
- Dealing with difficult people
- Managing upwards
- Stress management
- Group Team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management

DAY 5

Presentation skills

- Telephone skills
- Writing skills
- Email etiquette
- Presentation skills
- Group Exercise – delegates to prepare and present a 4 minute presentation on a topic to be agreed.
- Review of the week