



June 4 - 5, 2024

9 AM - 5 PM

Rotman School of Management

Toronto, Ontario

Who should attend:

- Executive and Administrative Assistants
- Clerical Supervisors
- Project/Program Coordinators

Program fee:

\$2,250 + HST

Application Deadline:

Sunday May 12, 2024

To apply visit:

[www.rotman.utoronto.ca/
excellenceinadministration](http://www.rotman.utoronto.ca/excellenceinadministration)

Note:

This is one of two programs for administrators. They can be taken in any order.

See: [www.rotmanexecutive.com/
leadinadmin](http://www.rotmanexecutive.com/leadinadmin)

Excellence in Administration

Program themes:

Mindfulness and Resilience

Increase Resilience, improve performance and thrive at work. Learn how modern work culture and habits affect performance. Improve problem-solving, increase cognitive flexibility, self-awareness and emotional intelligence. Increase your resilience, improve performance and learn to thrive at work.

Leadership Presence

Leadership presence is the intangible quality that conveys authenticity, confidence and gravitas. In this session, we'll explore how non-verbal communication, combined with listening and empathy, allows us to connect with others to both inspire and engage. We'll spark ideas for you to convey presence and composure every time you communicate - leading to greater visibility in your organization.

Negotiating as a Leader

Learning how to help others overcome differences easily and get agreement is an essential leadership skill. Negotiate using five different strategies, prepare quickly and develop a strong range of negotiation skills and approaches.

Decision-Making

This session will teach you how to improve your problem-solving and decision-making skills. We will focus on interpersonal and task skills through a structured exercise that will require you to set objectives, analyze alternative strategies and evaluate them, and finally, choose a solution that will best meet the objective. The debrief will focus on how decisions were made, who influenced the decisions, and your learning in this decision-making process.