



Fall dates TBD

9 AM - 5 PM

Rotman School of Management

Toronto, Ontario

Leadership in Administration

Who should attend:

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

Program fee:

\$2,250 + HST

*This program is eligible for **OSAP**.*

Application Deadline:

TBD

To apply visit:

www.rotmanexecutive.com/leadinadmin

Program themes:

Productivity and Performance Management

Learning to be more productive and manage priorities. Deal with interruptions and email overload. These core professional competencies will help with increased productivity and performance.

Influencing

Expand your repertoire of influencing skills and experiment with different styles. Understand what it takes to become influential, and how to help yourself and others achieve their goals.

Emotionally Intelligent Leadership and Mindfulness

Complete an EQ Online Assessment. Learn how EQ can impact performance and how to bring more EQ to work each day. Understand your own level of EQ and how to develop those skills.

Difficult Conversations

Learn to engage in difficult conversations with confidence. Gain comfort with feedback conversations. Use empathy, insight and sensitivity to overcome objections.

Note:

This is one of two programs for administrators.

See: <https://www.rotman.utoronto.ca/excellenceinadministration>