

EXECUTIVE DEVELOPMENT PROGRAMME

**Improving the Back office –
Personal Effectiveness for Support Staff**

The quality of all back office and professional staff cannot be overemphasized. Competence, efficiency and harmony in the day-to-day operations of an office are critical to the overall success of any organisation. An office lacking in these features can turn into a major source of stress for employees and stakeholders alike. This programme is designed for support staff and junior professionals, and aimed at helping them optimize their personal goals and objectives, and thus, the overall impact of their contribution to the organisation.

First, the programme focuses the individual, exploring issues of self-management and personal effectiveness. It will enhance target skills, including in writing, interpersonal communication, information management, and use and application of modern tools and techniques for delivering their organisational tasks. Further, participants will gain hands-on and practical experience of key functions, develop awareness of international best practice in organizational management, and identify relevant improvement steps. This way, the programme will enable critical support staff to overcome individual barriers to carrying out their roles competently and realising their full potentials. On successful conclusion of programme, participants will receive a Certificate of Participation accredited by the British Accreditation Council for Independent Further and Higher Education.

Dates: Available on Request

Venue: London, United Kingdom

Fees: GBP1,675.00 (including lunch for participants)

For more information and to participate please contact:

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