

# Admin Support Workshops



**Building Blocks**

[www.BuildingBlocksTraining.ca](http://www.BuildingBlocksTraining.ca)

# Organizations require solid admin support



## Organizations need support staff who:

- Understand the context of their work
- Efficiently manage both tasks and time – so much more important when we all must do more with less
- Provide detailed logistical support that contributes to effective meetings
- Communicate clearly both verbally and in writing
- Who effectively deal with stress and change

## Building Blocks workshops build essential skills

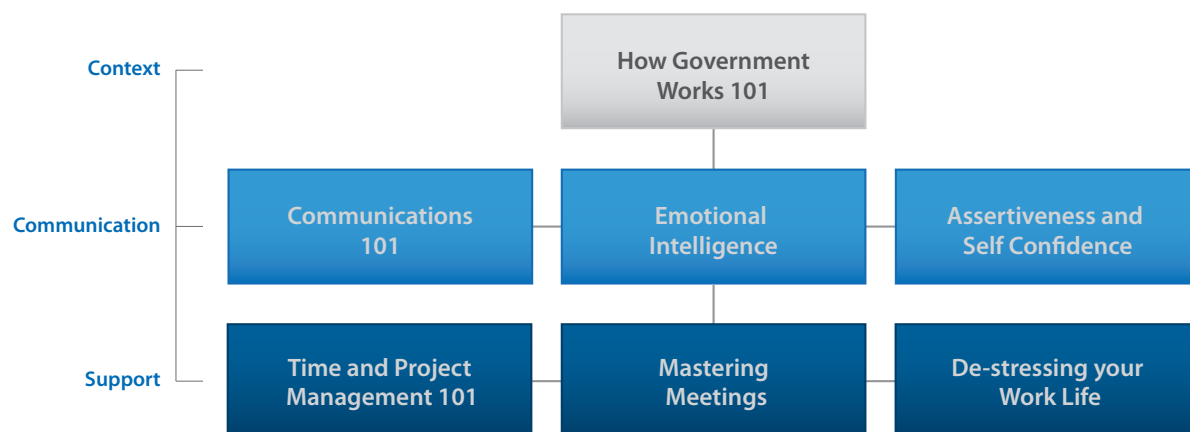
### Workshops on core administrative skills

Building Blocks provides an integrated suite of workshops designed to build administrative capacity by enhancing logistical and communication skills.

While administrative and support staff have many talents and skills, they may require specific training to give them the full set of tools necessary to contribute to the growing demands and stresses of a shrinking public service. Our highly practical sessions enable participants to work more efficiently and achieve required results.

### Our collaborative approach: Training tailored to your requirements

Our workshops are offered in public sessions, but they lend themselves to modified in-house deliveries because we can tailor the materials to your specific program issues and departmental requirements. This value-added approach ensures that our workshops yield maximum results for the participants and your organization.



Admin Support Curriculum Chart

# Our Suite of Personal Development Workshops

Context

## How Government Works

This workshop provides both a broad and a detailed road map of government. You will learn about the mechanics of government and Parliament, policy-making and budgetary processes, legislation, and regulations. You can use this workshop as a starting point for our other workshops that provide intensive training in one particular skill set.

## Communications 101

You have completed your policy analysis, a project plan, a draft contribution agreement or maybe you just need to get agreement on your vacation plan. Now you need to communicate this: maybe you actually need to sell it, a term that public servants hate to use. You will learn how to adjust your message according to your audience, the rudiments of an effective presentation, how to be assertive, and how to take feedback.

## Emotional Intelligence

This workshop will improve your ability to manage your emotions and be perceptive of others', by addressing both intrapersonal and interpersonal skills. You will learn how to deal with change and build relationships to help you grow as both a team player and as a leader. This two-day workshop will provide you with practical skills on how to express yourself with clarity, conviction, and confidence.

## Assertiveness and Self Confidence

You need to communicate assertively and confidently to be successful in the workplace. This two day workshop will improve your ability to communicate with others at all levels of the organization. You will learn how to express your ideas, opinions, and feelings with conviction.

## Time and Project Management 101

Projects, tasks, do-its, to-dos, ministerial dockets, QPs: this is the day-to-day world that you live in. This course will provide you with a suite of basic tools to help you manage your work, your time, and thereby reduce your level of stress. You will learn how to scope a project, leading to a more robust project plan; how to manage your time more effectively, and how to balance multiple and competing demands on your time.

## Mastering Meetings

There has been a growing realization that we have to pay attention to the structure and process elements of meetings if we want them to be effective. In this workshop you will learn about small-group dynamics, basic meeting design, and how to prepare and lead various kinds of meetings.

## De-stressing your Work Life

The goal of this workshop is to decrease stress levels and the risk of burnout. Your work life can be a stressful place. Sometimes that can be because of uncertainty brought on by change, competing demands on your time, or conflict in the workplace. In this workshop you will learn about how to better cope with change and how conflicts can arise and what you can do to address them. You will learn how to better organize your time and prioritize your tasks at work and home.

Communication

Support

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Our team of facilitators offers more than 25 years of experience in designing and delivering training to the federal government. We work collaboratively with our clients to determine how best to meet training needs of staff to ensure a relevant and cost-effective programme of learning. If any of these training sessions would be beneficial to you or your employees, we would welcome the chance to work with you to deliver workshops tailored to your staff or as part of our public calendar.

## Contact us to talk about how we can help

Call 613-230-6255 to set up an appointment and discuss your specific training needs with our Director of Learning Solutions. Sessions can be scheduled in our downtown Ottawa office or conveniently at your location.



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Building Blocks Technologies, Inc. was founded in 2003 with the mandate to provide training and consulting services to all levels of government and the business community. These services are offered across Canada and on-demand worldwide.

Through listening closely to the evolving needs of its clients, Building Blocks continues to expand and diversify its training offering to remain well aligned to market demand. This proactive adaptation is achieved through a collaborative approach between Subject Matter Experts (SME) and seasoned Training Consultants.

A natural fit for Building Blocks is to make available its SMEs to assist clients with content development and their internal training needs. In addition, Building Blocks offers consultancy services in a number of disciplines, including Management Services, Telecommunications, Security and Government Infrastructure and Policy Development.



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