

## Fundamentals of Human Resources

### Course Outline

- ✦ Human Resource Planning
- ✦ Training and Motivation for Enhanced Performance
- ✦ Improving Organizational Productivity
- ✦ Selection, Recruitment and Retention of Staff
- ✦ Wages and Salary Administration

### Course Overview

Participants gain skills to develop a Human Resource plan based on organizational needs. They will understand key concepts of staffing, training and compensation practices.

### How You Will Gain

Participants will learn to:

1. Recruit, select, interview and hire more competent and qualified employees
2. Perform job analysis and prepare job descriptions that lay the groundwork for hiring and evaluating employees' performance.
3. Develop a cost effective, competitive compensation and benefits program that will substantially reduce employee turnover.
4. Train and motivate every worker, at every level, to get the results where they count ..... on the bottom line.

## Finance and Accounting for Non-financial Managers

### Course Outline

- ✦ The Accounting Environment: Concepts and Principles
- ✦ Double Entry Book-keeping
- ✦ Recording Financial Transactions
- ✦ The Balance Sheet
- ✦ The Income Statement and Statement of Retained Earnings
- ✦ Capital Investment Analysis
- ✦ Budgeting
- ✦ Analyzing and Interpreting Financial Statements
- ✦ Adjusting and Closing Accounts and Completing the Accounting Cycle
- ✦ Financial Risk/Return Analysis For Management
- ✦ Decision Making

### Course Overview

This course equips non-financial managers with the knowledge to understand financial and operational measures, prepare and utilize budgets and analyse and interpret financial statements for financial and management decision making.

### How Will You Gain

You will learn to:

1. Grasp accounting fundamentals such as debits, credits and double-entry bookkeeping
2. Analyze and interpret financial statements such as Income Statements and Balance Sheets
3. Use financial tools to manage performance more effectively
4. Determine how assets, liabilities affect your area of operations
5. Apply financial risk/return principles to managerial decision making
6. Prepare budgetary estimates and monitor and analyse variances
7. Justify your requests for equipment and capital expenditure

## Communication Skills for Managers

### Course Outline

- ✦ Communication: An Introduction
- ✦ Effective Public Speaking and Presentation Skills
- ✦ Developing Listening Skills
- ✦ The Art of Communication
- ✦ Writing to achieve Communication Goals
- ✦ Business Letters, Memos and Reports
- ✦ Developing Interpersonal Communication Skills
- ✦ Improving the Communication System
- ✦ Negotiation

### Course Overview

This course will provide students with the relevant reading, writing, listening and speaking skills and techniques to improve their communication.

### How You Will Gain

Participants will learn to :

1. Become aware of the importance of good communication and interpersonal skills.
2. Identify and describe the main attributes of effective communication.
3. Develop and use their listening skills to solve problems, diffuse conflicts, teach staff, and be a more productive team leader.
4. Express themselves in a clear convincing manner in reports, e-mail, letters, memos and proposals.
5. Master the techniques of successful presentation from planning to delivery.
6. Understand their audience before communicating their ideas in any format.
7. Convey their thoughts in a clear, eloquent and convincing manner when speaking both formally and informally to staff.
8. Use negotiation skills to solve problems and build positive relationships in the work place.

## Skills for Success A Guide for Secretaries and Administrative Professionals

### Course Outline

- ✦ Decision Making and Problem Solving in a dynamic Environment
- ✦ Time Management
- ✦ Effective Communication Skills
- ✦ Managing Conflict, Change and Difficult people
- ✦ Developing Self Assertiveness

### Course Overview

This unique course will enable you to strengthen your decision-making, interpersonal communication, listening, people and time management skills. Numerous situational scenarios reflect the expanded responsibilities that challenge today's secretary and administrative assistant. After completing this course you'll project a more confident, more capable take-charge attitude one that commands respect.

### How You Will Gain

Participants will learn to:

1. Double their personal productivity using seven proven techniques.
2. Set priorities to manage their time more efficiently
3. Expedite problem solving and decision making using five proven techniques
4. Respond non-defensively and constructively to criticism
5. Apply successful strategies for diffusing negative and emotional confrontations
6. Discover career growth opportunities within your present job

## Leadership Skills For Executives

### Course Outline

- ✦ Leadership: A Theoretical Review
- ✦ The New Role of Leadership
- ✦ Leadership and Business Ethics
- ✦ Power and Leadership
- ✦ Empowerment and Motivating Individuals and Teams
- ✦ Communication Skills for Leaders
- ✦ Coaching: A Core Leadership Skill
- ✦ Vision: The Starting Point of Leadership
- ✦ Providing a Vision for Your Team

### Course Overview

Managing in today's dynamic, diverse workplace demands a new type of leadership. The new leaders must be visionaries, change agents, coaches, and empowerers. Leadership Skills for Managers outlines the skills necessary to fulfill this challenging, changing, and rewarding leadership role.

### How You Will Gain

As a participants you will gain the skills to:

1. Lead a diverse workforce with a leadership style that works for you and your company.
2. Manage change in a positive, proactive way by clearly communicating your expectations, objectives and goals for your group and its individuals.
3. Empower and motivate employees to peak performance by responding to employees' human needs with sensitivity and flexibility.
4. Project a flexible, sensitive leadership style that acknowledges people as individuals.
5. Coach and mold a diverse workforce into a cohesive, highly productive team.

## Information Technology for Administrative Professionals

### Course Outline:

- ✦ Information & Technology Environment
- ✦ Fundamentals of Hardware and Software
- ✦ Data Management
- ✦ Essentials of Networks
- ✦ Fundamentals of Microsoft Office

### Course Overview

This course provides participants all the required knowledge & skills necessary to reach the highest secretarial/administrative level within the organization.

This course is thought by highly experienced instructors who supplement the course manual/method with practical work sheets and experience.

### How Will You Gain

Participants will learn:

1. The difference between data and Information.
2. To identify the characteristics of quality data.
3. Most of the aspects and dynamics of computer hardware.
4. About the construction, types, benefits, etc of databases.
5. The types, benefits, operations, etc of network switch, specific reference to LANS, WANS and client-server computing.
6. To explore and learn the features of Microsoft Office up to an intermediate level. They learn how to use the packages to produce professional documents, financial reports and attractive presentations. Speed and accuracy of producing these documents are greatly improved.

## Practicum - Compulsory

*This is a capstone course in the Diploma programme. You will have tangible opportunity to showcase the skills you have learned in the programme. Each student is required to prepare a supervised project that brings together all of your learning. As you work on your project, a faculty member will provide one-on-one mentoring and support. You can choose to focus on an industry, firm or client. The Practicum gives you an opportunity to provide real value back to the organisation in terms of managing strategic projects with analysis and recommendations.*

### Programme Structure

These courses bring up to date practical real world solutions for today's business challenges. The courses are tutor led and filled with practical exercises and case studies, relating the underlying theory to your every day work environment. Our approach to the material enables students to immediately apply the course work to their job.

### Duration:

3 terms each 12 weeks in duration.  
2 modules per term (4hrs per week)  
144 contact hours for each certificate

Participants will receive 2 Continuing Educational Units (CEU's) for each module 1-5 that is satisfactorily completed.

Graduands will receive a certificate in management from AMA/TBS

For registration or further information, please contact: Ms. Valerie Inniss - Tel:226-8906 or register online @ [www.buseschool.com](http://www.buseschool.com)

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## ADMINISTRATIVE PROFESSIONAL

**AMA** American Management Association®

*in co-operation with*

**TBS** The Business School



## Administrative Professional



### The Business School

43 Brickdam, Stabroek Georgetown.  
Tel: 592-226-8906, 225-5261. Fax: 592-223-7386

E-mail: [info@buseschool.com](mailto:info@buseschool.com)  
[www.buseschool.com](http://www.buseschool.com)

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