

**Papua New Guinea Centre for Judicial Excellence**

**Supreme & National Courts of Justice**

Management Skills for Administrative Professionals

Half-Day Seminar

1. Welcome John Carey 845am to 9am
2. Customer Service  Tongia Kekebogi 9am to 10am
3. COFFEE BREAK 10am to 10:15am
4. Systematic Approach to Planning Debbie Laudiwana 1015am to 11am
5. Prioritizing Work John Carey 11am to 11:30am
6. Office Politics/ Sam Kaipu 11:30am to 12:30pm

Dealing Difficult with Difficult People

1. LUNCH 12:30pm to 1:30pm

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**The Role of a Manager - 2 Day Seminar**

**Suggested Topics**

* 1. **Managers and Leaders**

1.1 Role of a Manager inside an Organization

* 1. **Qualities of a Manager**

2.1 Essential Skills

2.2 Types of Managers

* 1. **Managing a Team**

3.3 Dealing with difficult People

3.4 Office Politics

* 1. **Setting Organization Goals**

4.1

* 1. **Training and Development**

5.1

* 1. **Handling Administrative Tasks**

6.1