



The Institute of Banking and Finance of Trinidad and Tobago

Elevate & Excel – Dedicated to the Development of Administrative Professionals

Half-Day Workshop Outline



Contact Hours: 4 hours

Overview:

This interactive training session is designed to recognize and empower administrative professionals by enhancing their skills, boosting confidence, and fostering professional growth. Participants will gain valuable insights into digital proficiency, emotional intelligence, and workplace efficiency while celebrating their essential contributions to their organization. Through engaging discussions, practical exercises, and networking opportunities, attendees will leave feeling appreciated, motivated, and better equipped to excel in their roles.

TOPICS:

Session 1: Welcome and Icebreaker

- Opening remarks and appreciation for administrative professionals
- Fun interactive icebreaker to foster networking
- Overview of the day's agenda and learning objectives

Session 2: Digital Productivity & AI Tools for Efficiency

- Leveraging AI and automation for administrative tasks
- Best practices for using productivity apps (e.g., Microsoft 365, Google Workspace)
- Managing digital workflows and virtual collaboration
- Interactive activity: Optimizing daily tasks with digital tools



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Session 3: Emotional Intelligence & Workplace Well-Being

- Understanding and applying emotional intelligence at work
- Techniques for managing workplace stress and burnout
- Navigating workplace dynamics and conflict resolution
- Group activity: Self-awareness and resilience-building exercises

Session 4: Career Growth & Future-Proofing Your Skills

- The evolving role of administrative professionals in the digital age
- Upskilling and continuous learning opportunities
- Personal branding and networking strategies
- Closing reflections, takeaway action plan, and certificate distribution

Methodology:

The training workshop will be delivered hybrid via a blended methodology of:

- a. Classroom demonstration and discussion using course material.
- b. Interactive coaching.
- c. Open floor questions and answers

Media and technology will support the development process by ensuring all sensory and learning considerations are applied to engage all learners.

Participants will be engaged in development and learning exercises with other participants as well as individual assignments where they will be encouraged to build solutions and construct new realities for action in their own environments and with key stakeholders.



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FACILITATOR PROFILE

Ms. La Toya Griffith

La Toya seamlessly bridges the corporate and creative worlds, blending structure with innovation. With a Bachelor of Business Administration in Human Resource and Marketing Management, and a Master of Science in Human Resource Management specializing in Training and Development, she brings a strategic and evidence-based approach to HR policies and programs. A certified trainer by the Arthur Lok Jack Graduate School of Business and the International Labour Organisation, La Toya prioritizes compliance with Industrial Relations legislation and leverages her expertise in Labour Law and Alternative Dispute Resolution. Her passion lies in fostering dynamic, thriving work environments that balance creativity with corporate efficiency.