



The Institute of Banking and Finance of Trinidad and Tobago

**From Invisible to Invaluable:
Owning Your Worth & Setting Boundaries that Work
One (1) Day Workshop Outline**



Overview:

This workshop empowers Administrative Professionals to recognise their professional value, stop patterns of undervaluation, and establish clear, respectful boundaries that strengthen effectiveness, confidence, and workplace relationships.

Learning Outcomes:

By the end of this course, participants will:

- Recognise the full value of their contribution beyond job titles
- Identify how undervaluation and weak boundaries show up in admin roles
- Confidently articulate their skills, impact, and institutional knowledge
- Set and communicate professional boundaries without guilt or conflict
- Advocate for themselves with clarity, confidence, and professionalism



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Course Modules

Module 1: Understanding the Value of Administrative Work

Key Focus: Understanding why administrative work is often undervalued and why the narrative must change.

- The invisible labour of administrative roles
- Why administrative value is frequently underestimated
- Reframing “support” as strategic contribution
- The connection between value, respect, and professional treatment

Module 2: Where Value Leaks Happen

Key Focus: Recognising how undervaluation and weak boundaries quietly reinforce each other.

- Doing more without recognition, clarity, or authority
- Role creep and “just one more thing” syndrome
- Hesitating to speak up or self-advocate
- Emotional labour and unspoken expectations in admin roles

Module 3: Reclaiming and Articulating Your Professional Value

Key Focus: Turning contribution into confident communication.

- Identifying transferable and high-impact skills
- Recognising institutional knowledge as power
- Capturing evidence of contribution and outcomes
- Communicating value in reviews, meetings, and career discussions



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Module 4: Boundaries as a Professional Skill (Not Resistance)

Key Focus: Understanding boundaries as tools that protect value and improve performance.

- The hidden cost of unclear boundaries
- Why boundaries increase effectiveness and respect
- The link between boundaries, trust, and performance
- Aligning boundaries with role scope and priorities

Module 5: Communicating Boundaries with Confidence & Authority

Key Focus: How to set limits clearly while maintaining strong workplace relationships.

- Assertive, respectful workplace language
- Saying no without burning bridges
- Renegotiating deadlines and expectations
- Managing senior stakeholders with confidence and clarity

Module 6: Holding Your Ground & Leading from Professional Worth

Key Focus: Sustaining boundaries and value over time.

- Handling pushback, guilt, and discomfort
- Resetting expectations that have gone unchecked
- Balancing generosity with professional limits
- Career ownership and intentional growth



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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.