



Administrators and Secretaries Professional Skills

Course Objectives:

- To understand the importance of effective administration skills within an organization
- To develop the skills needed to be a highly professional secretary
- To enhance your communication and interpersonal skills, both written and face-to-face
- To manage your time efficiently and be able to think proactively
- To learn how to set up and manage effective filing systems
- To learn how to manage petty cash systems
- To understand how to manage stock and stationery supplies
- To enhance telephone skills and understand correct telephone etiquette
- To understand how to be assertive and build a good rapport with your manager

Course Outline:

Competencies and Time Management

- Assessing prior Skills and Knowledge
- Competencies Required for Excellence as an Office Professional
- Perceptions, Attitudes and Beliefs – *How they affect Performance*
- Learning Styles / Thinking Styles – *Your Strengths and Weaknesses*
- Time Management Skills

Organising and Planning

- Goal Setting including Setting SMART Objectives
- Planning
- Mind Mapping
- Problem Solving and Decision Making
- Managing Meetings

Communication Skills

- Understanding Assertive Communication
- Dealing with Conflict and Aggression
- Listening Skills
- Questioning Skills
- Body Language and Its Importance in Building Effective Relationships

Team Working

- Conflict Management and Resolution
- Dealing with Difficult People
- Managing Upwards
- Workplace Stress Management
- Working Effectively as Part of a Team



Presentation Skills

- Telephone Skills
- Writing Skills
- Email Etiquette
- Presentation Skills
- Review of the Week