

Skills For The Administrative Assistant

COURSE OVERVIEW

Keeping others organised, on time and on track is often a challenge, especially when you are not in charge. On this two day workshop participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets.

Additionally they will also discover how to build personal credibility, say no, without closing doors, use techniques for better listening, deal with difficult people, handle difficult people or conflict situations and more.

KEY SUBJECT AREAS

- Personal best, professional best.
- Putting others at ease.
- Distorted thinking.
- The steps to feeling good.
- Understanding and improving your assertiveness.
- Communication skills (written, verbal, non-verbal).
- Self-management.
- Setting goals.
- Working as a team and with difficult people.
- Learning to say no.
- Dealing with stress.

LEARNING OUTCOMES

- Understand the importance of professional presence on the job.
- How to self-manage to become more effective and efficient.
- Improved communications skills, including listening, questioning, and being more assertive.
- Increased effectiveness in recognising and managing conflict, and dealing with difficult people.

Learn essential administration skills to help you stay in control and keep other on time, and on track.

Duration: 2 Days

Unique features

The Skills For The Administrative Assistant Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Anyone who is in an administrative role who would like to upskill, or anyone who would like to move into an administrative role.

Includes...

- Resource material & workbook.
- Training 101 Certificate

Contact us for more information
or to register on a workshop:

P: 0800 801 233