

Office Professional Master Class

Who should attend?

Secretaries, PA's, Office Managers, Administrative Support Staff, Receptionists and Office Assistants.

How long is the course?

2 Days

Why attend?

Today's Office Professionals are required to add great support to their teams and Managers and are required to do so with professionalism and confidence.

An Office Professional needs to be proactive and have great communication skills.

This course is for those looking to develop their role, improve their skills and seriously enhance their performance.

Outcomes include:

Professional telephone skills, improved communication skills and customer service tips. Role play to instill confidence and increase understanding of all skills taught.

What will be covered?

- What is expected from you
- Skills to make a greater contribution to your manager and team
- How to become more pro-active
- Communication Skills
- Emotional Intelligence
- Assertiveness Skills
- Listening Skills
- How to plan, organise and manage your day more effectively
- How to develop the leadership aspects of your role

