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Professional Skills For Administrators & Secretaries

Introduction:

This course develops the key skills and knowledge that enables new and developing office professionals to maximize their contribution in the workplace. The course shows you how to plan and organize efficiently, develop confident communication skills and proactively contribute to the successful achievement of the organization's goals.

The candidates attending this course will better appreciate the knowledge, skills and competencies required to fulfill their current and future job/role requirements more effectively. They will be exposed to, and will have the opportunity to practice, sets of competencies that are an essential contribution towards achieving business objectives in a cost effective manner. They will have a better understanding of other people's needs, perspectives, and how they may support and work with them to the benefit of all. The organization will see the benefits of integrating such fundamental behaviors towards the provision of an enhanced service and support to their line managers, colleagues and customers.

Who Should Attend?

Administrative personnel, Supervisors, Administration Officers, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Administrators & Managers, HR Officers, PA's & Secretaries, Records

Officers, Events Planners & Designers, Event Managers, Project Coordinators, Customer Service Personnel, Procurement Officers, Support Staff, anyone involved in office management and administration skills and practices

Course Objectives:

At the end of this seminar participants will:

- Develop the skills and attributes of a first class office professional and make a greater contribution in their workplace
- Become more confident
- Become more proactive
- Communicate more confidently and effectively with your manager, colleagues and other departments
- Deal with the difficulties and pressures of working in a modern office
- Prioritize between urgent and important tasks
- Plan, organize and manage time more effectively
- Present yourself more confidently and efficiently
- Write, email and use the phone more professionally and effectively

Course Outline:

Setting the Scene, Assessing Existing Skills, Time Management

- General introduction
- Assessing prior skills and knowledge
- Competencies required
- Perceptions, attitudes and beliefs
- Learning styles / thinking styles
- Time management skills
- Time management group activity 1
- Time management group activity 2

Organizing and Planning

- Managing workflow
- Techniques for organizing and planning

- Brainstorming
- SWOT analysis
- Goal setting
- Setting SMART objectives
- Group activity
- Mind mapping
- Group activity - mind mapping exercise
- Managing meetings

Communication Skills

- Understanding assertiveness
- Group activity on assertiveness
- Listening and questioning skills
- Group activity on listening effectively
- Body language

Team Working

- Conflict management
- Dealing with difficult people
- Managing upwards
- Stress management
- Group team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management

Presentation Skills

- Telephone skills
- Writing skills
- Email etiquette
- Presentation skills