



Communication and Planning Skills for Administrative Executives

Course Summary:

Good communication and planning skills are essential qualities for administrative professionals to enable an organization to run smoothly. This comprehensive course elaborates on two key areas: good interpersonal working relationships to get the best out of other people, for example in teamwork, delegation, assertiveness, meetings and supporting presentations, and effective use of time, for example in setting priorities, managing interruptions, planning projects, developing efficient working practices and writing clearly. This interactive course is designed to help the candidates review and develop these skills so that they can enhance not only their own effectiveness but also that of their immediate colleagues and teams.

The course focuses specifically on:

- Face-face communications (both one-to-one and in small groups)
- Telephone skills, teleconferencing and remote communications
- Written communications (including writing e-mails, letters, reports and instructions)
- Meetings skills and supporting presentations
- Interpersonal and influencing skills
- Personal planning and time-management skills
- Project planning and monitoring

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:

- Review and develop their communication, interpersonal and planning skills and their appreciation of the principals involved
- Take stock of their current approaches and decide on initiatives to enhance communication and planning within their own teams/sections

Course Outline:

Face-to Face Communication and Interpersonal Skills

- Barriers to effective communication and how to overcome them
- Interpersonal skills and building working relationships
- Delegation - giving and receiving
- Assertive communication
- Managing conflict

Planning & Time Management

- Prioritizing
- Handling and making requests
- Personal planning tools and systems
- Managing interruptions
- Project planning and principles of CPA

Team-Working and Meetings

- Team development and group dynamics
- Constructive and inclusive discussions
- Challenging ideas and getting agreement
- Improving meetings
- Planning and preparation
- Participation and control
- Follow-up and meeting notes

Managing Information and Written Communication

- Principles of information management
- digesting information and making it meaningful
- Report writing
- Relevance
- Layout
- Structure
- Grammar & punctuation
- Editing and proofreading skills
- Writing e-mails and letters
- Style
- Tone
- Structure
- Other forms of written communication

Supporting Presentations/Improving Teamwork and Systems

- Designing slides and incorporating graphics
- Room setup, equipment and trouble shooting

- Continuous improvement and creative thinking
- Making a case