



# Basic Skills For Administrators & Secretaries

## Introduction:

This course aims to help you raise your efficiency levels and develop skills that will help you build your career. You'll develop core skills needed for success. These skills will help you improve your confidence and ability to work on your own or as part of a multi-disciplinary project team. The essential tools for personal development that the candidates will learn fall in five key areas:

- Personal Effectiveness (better business reading, note-making with mind maps, and memory skills)
- Interpersonal Communications (better able to overcome barriers and handle difficult situations)
- Contributing to a Team (business brains, better meetings, thinking and working in groups)
- Self-discipline & Emotional Control (how to be heard, how to listen, how to build self-esteem)
- Results-oriented Time Management (take control of your inbox and learn to deal with time-stealers)

## 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:**

- Have a 'brain train' to improve your effectiveness at work
- Improve reading and note-making skills
- Develop useful note-making skills and show how to link these to your reading
- Learn to use and apply simple memory systems
- Build self-esteem and confidence when dealing with teams, individuals and difficult problems and situations
- Identify ways to manage your time and plan for results
- Develop core skills to help raise efficiency and achieve success
- Improve self-belief and self-confidence when working alone or as part of a team

- Learn faster and more effective business reading skills and note-making skills (using mind maps)
- Learn to use simple memory systems to remember information
- Learn simple techniques to help manage time & plan for results
- Learn problem-solving methods that can be applied systematically to difficult challenges
- Be able to 'think through' situations clearly and logically, and be better able to 'be heard' and to make decisions

## **Course Outline:**

### **Personal Effectiveness**

- Your brain skills: the brains behind a business
- Thinking about reading (and identifying your current skills)
- How to be a 'successful' reader
- Reading strategies: the theory
- Thinking about note-making
- How to make notes quickly and effectively using mind mapping
- Practice using mind mapping
- Reading at work
- Combining fast reading and mind mapping skills to increase effectiveness

- Memory magic: introduction to memory systems
- Memory linking
- Memory journeys
- Remembering names and numbers
- Memory at work

### **Effective Inter-Personal Communications**

- Barriers - and their solutions
- Body Language/building rapport
- Keys to relationships
- Self-image and self esteem
- Getting your point across: know what to say and when to say it
- Managing feelings; managing other people
- Listening and questioning

### **Time Management, Planning & Problem Solving**

- Results-orientated time management
- Outcome planning for better results
- Can anyone be creative?
- Practical approaches to problem solving
- Prioritization and planning periods
- Getting things done
- Identifying and dealing with time-wasters

### **Personal Skills-set: Putting It All Together**

- Your role and job in the context of any organization
- Using core skills in the real world
- Thinking and working in groups
- Better meetings
- How to change habits of a lifetime