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Developing Core 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. You will learn essential tools for personal development in five key areas:

- Personal effectiveness
- Interpersonal communications
- Contributing to a team
- Self-discipline & emotional control
- Results-oriented time management

Who Should Attend?

Administrative Personnel, Supervisors, Administration Officers, Administrators, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Managers, existing or prospective office managers, senior administrators and supervisors of junior level employees, anyone involved in office management and administration skills and practices

Course Objectives:

By the end of this course delegates will be able to:

- Give you a 'brain train' to improve your effectiveness at work

- Improve your reading and note-making skills
- Develop useful note-making skills and show how to link these to your reading
- Teach you to use and apply simple memory systems
- Build your self-esteem and confidence when dealing with teams, individuals and difficult problems and situations
- Show you 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
- 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

Personal Effectiveness

- 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

Your Personal Skills-Set

- 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