

Administrative Assistant Skills (1 Day)

Course Overview

Fact: Personal effectiveness has a major impact on individual and work group functioning which, in turn, impacts on overall organisational effectiveness.

It is important to understand yourself and the day-to-day choices you make that impact your accomplishments and interactions with others.

This workshop will help you acquire skills for improving confidence, team building, and communication allowing you to achieve goals that will result in growth, change, and increased effectiveness.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, voice recordings, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

Target Audience

This workshop is designed for administrative staff – Administrators, Secretaries, Clerks, Assistants, Sales Assistants, Sales Staff, Call Centre Agents, Professionals who work as Technical Support, Hot Line, or Help Desk, Customer Service Representatives, Operators, Receptionists, and everyone who needs to be effective in their office.

Course Outline

SECTION 1: *Personal Best, Professional Best*

- What is my Best?
- Professionalism

SECTION 2: *Making a Good Impression*

- Putting Others at Ease

SECTION 3: *Distorted Thinking*

- Reasons for Distortion

SECTION 4: *Steps to Feeling Good*

- Practical Exercise

SECTION 5: *Assertiveness*

- What is assertiveness?
- How assertive are you?

SECTION 6: *The Four Communication Styles*

- Aggressive
- Passive-Aggressive
- Passive
- Assertive

SECTION 7: *Improving your Assertiveness*

SECTION 8: *Communication*

- What makes a Good Communicator?
- Asking Questions
- Probing
- Listening and Barriers
- Active Listening

SECTION 9: *Self and Time Management*

- Self-Management
- Time Management
- Other Time Management Tips
- Your Workspace
- Being Proactive

SECTION 10: *Setting Goals*

- SMART Goals
- The Three P's

SECTION 11: *Difficult People*

- Defining Conflict
- Blending
- Redirecting

SECTION 12: *Business Writing*

- The Four C's