

# Professional Skills for Administrators & Secretaries

## INTRODUCTION

- This practical and highly popular Professional Skills for Administrators & Secretaries training course enables new and developing office professionals to make a powerful and positive impact in the workplace. It focuses on the essential core competencies that you will need in order to project a confident and efficient persona. Underpinning this is an in-depth exploration of the behaviours and skills necessary to achieve and sustain excellence in your office environment.
- This engaging, fun, and interactive Professional Skills for Administrators & Secretaries training course will help you to become more organised, to plan and prioritise and to make effective decisions. It will help you to plan and set meaningful objectives. It will give you the tools to become an excellent communicator and to be that valuable employee who can deal calmly and effectively with difficult situations and people. It will also help you to create a harmonious and pleasant working atmosphere by teaching you how to deal with the pressure and stress of the modern office.

This training course will highlight:

- The core competencies required by an effective office professional
- Time management, being more organised and prioritising effectively
- Setting goals and maximising the potential to achieve and exceed them
- Communication skills
- Team working
- Presenting yourself with impact

## OBJECTIVES

By the end of this training course you will be able to:

- Apply the skills and attributes of a first-class office professional in your workplace
- Present yourself more confidently
- Communicate effectively with managers, colleagues and all organisational
- Handle the difficulties and pressures of working in a modern office
- Prioritise, plan and manage time more efficiently

## TRAINING METHODOLOGY

- This particular Professional Skills for Administrators & Secretaries training course is structured using a combination of interactive activities comprising of group and individual exercises. Sharing work experiences is an important part of the training course so that delegates can build on existing knowledge and best practice in other organisations. The discussions are supplemented by trainer presentations. The trainer is also always on hand for one-to-one discussions with delegates regarding any problems or confidential matters that they may wish to discuss privately.

## ORGANISATIONAL IMPACT

- Delegates attending this Professional Skills for Administrators & Secretaries training course will better appreciate the knowledge, skills and competencies required to fulfill their current and future role requirements and will be in a position to help organisations achieve their business objectives through:
  - Increased employee confidence and self belief
  - Better interpersonal and communication skills
  - Implementing more effective time management
  - A more motivated and developed workforce
  - The ability to deal with pressure in the workplace

## PERSONAL IMPACT

- This Professional Skills for Administrators & Secretaries training course is designed for Administrators and Secretaries looking to enhance their impact and interpersonal skills. What they can expect to get out of the training course is the following:
  - Increased visibility and recognition from others in the workplace
  - The confidence to contribute more towards achieving workplace objectives
  - Identifying personal strengths and areas where improvements are needed
  - The skills to manage emotions and workplace stress
  - How to deal with conflict in a positive way
  - An understanding of how to handle competing priorities in a more effective manner

## WHO SHOULD ATTEND?

This training course is suitable to a wide range of professionals but will especially benefit:

- Administrators
- Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Supervisors
- Business Support staff

## Course Outline

### Competencies and Time Management

- Assessing prior Skills and Knowledge
- Competencies Required for Excellence as an Office Professional
- Perceptions, Attitudes and Beliefs – How they affect Performance
- Learning Styles / Thinking Styles – Your Strengths and Weaknesses
- Time Management Skills

### Organising and Planning

- Goal Setting including Setting SMART Objectives
- Planning
- Mind Mapping
- Problem Solving and Decision Making
- Managing Meetings

### Communication Skills

- Understanding Assertive Communication
- Dealing with Conflict and Aggression
- Listening Skills
- Questioning Skills
- Body Language and Its Importance in Building Effective Relationships

### Team Working

- Conflict Management and Resolution
- Dealing with Difficult People
- Managing Upwards
- Workplace Stress Management
- Working Effectively as Part of a Team

### Presentation Skills

- Telephone Skills
- Writing Skills
- Email Etiquette
- Presentation Skills
- Review of the Week

