

# Certified Courses



# Administrative Excellence for Secretaries and Administrators

## INTRODUCTION

- This Administrative Excellence for Secretaries and Administrators training course is designed to give delegates a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills.

### This training course focuses on:

- The 'HOW?' - using critical skills and behaviour to develop personal competencies
- The 'WHAT?' - developing task competencies needed to achieve successful process delivery
- Building on your existing personal knowledge and skills-set
- Giving you a better understanding of how you and your colleagues might work together more effectively in any office environment
- The production of a follow-up action plan which can help you implement new skills back at work

## OBJECTIVES

### Attendance on this unique 10-day training course will enable delegates to:

- Identify, develop and improve key competencies necessary for superior performance
- Improve creative thinking, problem solving and decision making skills
- Develop reading skills and note-making effectiveness
- Learn to use and apply simple memory systems
- Be better able to understand personality and behavioural characteristics in order to achieve what they want from other people
- Develop a plan and approach for self-development

## TRAINING METHODOLOGY

- In this Administrative Excellence for Secretaries and Administrators training course, we use a combination of formal presentations, group and individual exercises, psychological and work inventories, case studies, role-plays and discussions. Inter-group discussions to share working experiences are also an important ingredient. Skills are introduced and then revisited at regular intervals throughout this training course. This helps reinforce and embed skills and performance.
- The highly experienced instructors are also available for one-to-one discussions with delegates on issues or problems they may wish to raise.

## ORGANISATIONAL IMPACT

### Organisations can expect delegates to:

- Better understand the skills and competencies required within current and future job roles
- Practice competencies that can contribute to achieving individual and business objectives
- Have an improved appreciation of other people's needs, perspectives and objectives and how they may support the achievements of others
- Better appreciate their own strengths and weaknesses and have a plan to develop themselves accordingly (especially in the areas of interpersonal communications skills, working in teams and providing first-class customer service)
- Have improved self confidence and an improved ability to think for themselves and to develop action plans
- Be better able to cope with and manage pressure, tensions and demands in the workplace

## PERSONAL IMPACT

### Attendance on this high level training course will result in:

- An enhanced set of practical skills that can be used at work
- A better understanding of personality, self and others' behaviour
- Improved self-belief and self-confidence
- An understanding of how others achieve their objectives and of the importance of networking
- Useful tips for achieving superior performance in their supporting role
- Exposure to a range of tried, tested and proven approaches which can be tailored and modified to suit individuals and their respective organizations

## WHO SHOULD ATTEND?

- Anyone involved in the operational supervision of an office environment
- Secretaries and Administrative Support Personnel needing to develop superior performance in their working environment
- Senior Personal Assistants
- Senior Secretaries

## Course Outline

### Module I: Developing Core Skills for Administrators and Secretaries Improve Your Effectiveness at Work: Better Reading and Note-Making

- Your Brain Skills
- How to be a 'Successful' Reader
- How Mastering Note-making Skills Can Help Your Career
- Mind-mapping as a Note-making, Planning, Thinking and Memory Tool
- Mind-mapping Software

### Memory Magic: How to Remember Things?

- Your Memory Potential (how good is your memory?)
- Memory Systems Explained (the power of stories and imagination)
- Remembering Names
- Memory at Work
- Remember What You Read (strategies for fast, effective reading)

### Better Working with Other People

- Barriers to Effective Communications
- Strategies for Improving Communications with “Difficult” People
- The Powerful Influence of ‘Body Language’: Speaking without Words
- Giving and Receiving Feedback: The Risks and the Benefits
- Getting Your Point Across: Know What to Say and When to Say It

### Results-oriented Time Management Strategies

- Identifying and Dealing with Time-wasters
- Handling Interruptions (how to protect your productive time)
- Planning (what you have to do)
- Prioritisation (what you must do first)
- Save Time When Planning a Presentation

### Using Core Skills at Work

- Making a Presentation
- Thinking and Working in Teams
- How We Learn – and What We Need To Do to Avoid Forgetting

## Module II: Professional Skills for Administrators & Secretaries 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

### 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

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