

Course Overview:

Administrative professionals are highly valued for their ability to wear many hats, cope with high-level responsibilities, and work with both speed and accuracy. Organizing all the pieces and parts of your professional life – from workspaces to meetings to travel plans, as well as keeping executives organized, takes a huge range of skills and attributes.

This course tackles both the practical know-how you need to give you an edge in a busy multi-faceted role, as well as the mindset, confidence and calmness to manage yourself, your work and your working relationships

Course Objective:

At the end of this course the participants will be able to:

- Work smarter and leverage their time to get things done quicker
- Set and achieve short and long term goals
- Communicate confidently and clearly at all levels
- Present themselves professionally in meetings and presentations
- Organize themselves, their office and their executives more effectively

Course Outline:

Unit 1: Mastering your Workload:

- What is your personal and work vision?
- Managing your day to achieve maximum results
- Organizing personal work priorities and goal setting
- Organizing your desk for maximum efficiency
- Setting up administrative systems and procedures that work
- Time Management Secrets to adopt and time-wasters to avoid

Unit 2: Essential Communication Skills:

- Common communication styles
- How to be an assertive communicator
- How to set boundaries without saying "no"
- Dealing with difficult personalities and situations
- Confident body language and voice usage

Unit 3: Working with your Boss and your Team:

- Developing a strategic partnership with your boss
- Keeping on top of calendars, appointments and schedules
- Making travel and accommodation arrangements
- How to prepare for taking leave
- Organizing, attending and minuting meetings
- Managing conflict & learning to listen

Unit 4: Professionalism in the Workplace:

- Handling the Phone Professionally
- Business Etiquette Essentials
- Writing friendly and professional emails
- Social media and technology savviness
- Event planning
- Making presentations

Training Language:

EN

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

Unit 5: Self and Stress Management:

- How to create the success mindset
- How to remain motivated and passionate about work
- Handling stress and pressure and anger at work
- Work-life balance – how to achieve it
- Taking care of yourself
- Creating a comfortable and healthy work environment

Who Should Attend:

- Office Managers or Coordinators
- Executive Secretaries
- Administrative Assistants
- Administrative Managers
- Executive Assistants