

**Course Overview:**

This course will improve interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency. Also, It will take proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively. This will develop the work effectively.

**Course Objective:**

- Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.
- Take a proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively.
- Handle telephone calls properly and professionally.
- Develop self-management techniques and learn ways for dealing with time wasters.
- Improve memory skills with several reinforcement methods and exercises

**Course Outline:**

- Self-awareness
- The devolving of administrative and personnel responsibilities to management
- Identifying the role of the personnel function
- The administrator/secretary as part of the support team
- Written communication
- Verbal communication
- Using the telephone properly

**Who Should Attend:**

Administrative support staffs who want to focus on their relationship to their role, their responsibilities and their challenges

**Training Language:**

EN / AR

**Training Methodology:**

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