Course Overview:

Administrative assistants are invaluable members of the office team. They are charged with overseeing and coordinating the day to day operations of a business. Thanks to the advent of communication technology, the skills these assistants require have become diversified, and the ability to multitask and juggle several different instructions at once have become essential. Other qualities needed by these members include excellent communication skills, a polished appearance, and good interpersonal instincts. This course tackles all these behavioral skills while focusing on areas related to the use of technology to get things done effectively and successfully.

Course Objective:

By the end of the course, participants will be able to:

- Define and apply the new roles of executive assistants and administrators to meet modern challenges
- Use technology to get more done and to stay connected with the office and boss
- Plan and organize work flow effectively by filing, documenting, sorting, indexing, and retrieving corporate documents
- Createquality standards fora motivating and productive office environment
- Demonstrate a better command of the English language including the meaning and spelling of words, grammar, and the rules ofwriting
- Identify and improve the competencies they require to keep generating added value services

Course Outline:

New roles for new times

- ○ The changing organization
- ○ The role of management in the workplace
- ○ The main tasks of office managers
- ○ New roles for new times

Mastering data management, indexing and archiving

- ○ Mastering filing systems
- ○ Records management

Creating a motivating and productive office environment

- ○ Design and productivity
- ○ Dealing with and managing diversity
- ○ Six steps to great time management
- ○ Dealing with difficult bosses
- ○ Inbox zero: managing emails effectively

Advanced communication skills for administrators

- ○ Business communication
- ○ Creating powerful short presentations
- ○ Advanced business writing

The executive assistant success tool box

- ○ Basic modern office etiquette
- ○ Event planning and execution
- ○ Team and leadership skills

Training Language:

EN / AR

Training Methodology:

The course involves a mix of self assessment tools, showcases of computer applications, brief presentations by the consultant and participants on course related topics, and videos to enhance learning and real life implementation.

Who Should Attend:

This course is designed for people who have graduated from an office administration program orhave several years of documented work experience in the secretarial or office administration fields. It will also benefit thoseinterested in qualifying for entry level supervisory or managerial office positions, as well asthosecurrently in related positions and seeking to improve their professional knowledge and skills in order to succeed in today's high technology offices.