

Course Overview:

This practical 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 to project a confident and efficient persona. Underpinning this is an in-depth exploration of the behaviors and skills necessary to achieve and sustain excellence in your office environment.

This engaging, fun, and interactive training program will help you to become more organized, to plan and prioritize, 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

Course Objective:

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

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

Course Outline:

Unit 1: 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

Unit 2: Organising and Planning:

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

Unit 3: Communication Skills:

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

Unit 4: Team Working:

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

Training Language:

EN

Training Methodology:

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

Unit 5: Presentation Skills:

- Telephone Skills
- Writing Skills
- Email Etiquette
- Presentation Skills

Who Should Attend:

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