The Support Staff and Administrative Assistant Training

Description

Course Description

This is an exciting and interactive program. It is designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively. Thereby contributing to their own, their boss and their organization's success.
In this program you will learn how to:

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- Manage a network of working relations
- Communicate effectively
- Manage time for yourself and others
- Manage the performance of admin staff
- Improve written communications
- Organise office systems

Course Objective

Participants attending this programme will:

- Extend their understanding of their roles and the key contribution they make to organisational success
- Review their working relationships
- Review and developed their personal organisation, communication and interpersonal skills
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways

Course Outlines

Program Introduction/ Roles, Competences and Personal Effectiveness

- Program introduction and objectives

- Action planning
- The ‘competence’ model of skills, behaviours and values
- Personal competence review
- Time management constraints – resources, systems, other people and self
- Handling requests and conflicting priorities

Team Working, Communication & Meetings

- Team working and team roles
- Briefing skills – giving, receiving and passing on
- Organising, and participating in, meetings
- Notes, minutes and follow-up

Managing Working Relationships

- Delegation – giving and receiving
- Communication and listening skills
- Assertiveness, conflict and criticism
- People problems and problem people

Managing Time/Desk Management/Written Communication Skills

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- Managing interruptions and access
- Planning and priority setting
- Office layout and ergonomics
- Managing the paper-load
- Getting the best from e-mail and office technology
- Report and letter writing
- Setting & developing company writing standards
- Editing and proof-reading skills

Managing Staff Performance/Action planning

- Dimensions of performance
- Motivation
- Appraisal
- Coaching and on-job training skills