

Course Profile

Course Name: Skills for the Admin Assistant

Duration: 2 Days

Objectives: This is a two-day workshop designed for those who work in support positions, to help them improve their everyday performance in an office environment. The two days will help you improve your communications skills, make a good first impression, and develop personal management skills.

Course Content:

- Personal Best, Professional Best
 - Putting Others at Ease
 - Distorted Thinking
 - The Steps to Feeling Good
 - Assertiveness
 - Communication Skills
 - Asking and Listening
 - Non-Verbal Messages
 - Writing Skills
 - Getting Ahead
 - Self Management
 - Setting Goals
 - Working as a Team
 - Working With Difficult People
 - Learning to Say No
 - De-Stress Options
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How You Will Benefit:

- Understand the importance of professional presence on the job.
- Learn how to self-manage to become more effective and efficient.
- Improve your communications skills, including listening, questioning, and being more assertive.
- Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people.