

The Essential Office Professional – Professional Skills for Administrators, Secretaries & Support Staff

OVERVIEW

Course duration: 1 day.

This practical and highly popular course rapidly develops the key skills and knowledge that enable the new and developing office professionals to maximise their contribution to the manager, team and organisation.

The programme shows you how to plan and organise efficiently, develop confident communication skills and proactively contribute to the successful achievement of the organisation's goals. You will leave the course with practical toolkits and a list of tips and recommended further reading.

IS IT RIGHT FOR ME?

Suitable for newly appointed administrators and secretaries. Individuals with more experience may wish to consider Success Skills for Secretaries and Administrators.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Develop skills and make a greater contribution to your team.
- Become more proactive.
- Communicate confidently and effectively with your manager, colleagues and other departments.
- Deal with the difficulties and pressures of working for more than one person.
- Plan, organise and manage your time more effectively.
- Apply top tips for writing emails and letters.

PRE-COURSE ACTIVITY

To maximise the impact that your new skills will have on your organisation, we recommend that you discuss and agree your priority learning objectives with your manager before attending the course.

WHAT WILL IT COVER?

Supporting Your Manager/Department/Team

- How you and your manager can work together to build a team
- Balancing the demands of more than one manager
- Prioritising your workload, being flexible when priorities change

Communicating Confidently and Positively

- Communicating face-to-face with confidence
- Projecting a confident and professional image
- Effective listening skills

Organisation and Time Management

- Establishing effective procedures - organising diaries and follow up
- Managing your time effectively - avoiding 'time stealers'

- Organising meetings - key tips
- Saving time using email

Writing Clearly and Concisely

- Writing on behalf of others
- Avoiding common mistakes
- Planning and writing emails

Personal Development

- Formulating an action plan

FURTHER COURSES TO CONSIDER

Success Skills for PAs and Administrators

The Diploma in Business Administration