

Administrative Excellence for Secretaries and Administrators

DAY 1

Improve Your Effectiveness at Work: Better Reading and Note-Making

- Your Brain Skills
- How to be a 'Successful' Reader
- How Mastering Note-making Skills Can Help Your Career
- Mind-mapping as a Note-making, Planning, Thinking and Memory Tool
- Mind-mapping Software

DAY 2

Memory Magic: How to Remember Things?

- Your Memory Potential (*How good is your memory?*)
- Memory Systems Explained (*The Power of Stories and Imagination*)
- Remembering Names
- Memory at Work
- Remember What You Read (*Strategies for Fast, Effective Reading*)

DAY 3

Better Working with Other People

- Barriers to Effective Communications
- Strategies for Improving Communications with "Difficult" People
- The Powerful Influence of 'Body Language': Speaking without Words
- Giving and Receiving Feedback: The Risks and the Benefits
- Getting Your Point Across: Know What to Say and When to Say It

DAY 4

Results-oriented Time Management Strategies

- Identifying and Dealing with Time-wasters
- Handling Interruptions (*How to protect your productive time?*)

- Planning (*What you have to do?*)
- Prioritisation (*What you must do first?*)
- Save Time When Planning a Presentation

DAY 5

Using Core Skills at Work

- Making a Presentation
- Thinking and Working in Teams
- How We Learn – and What We Need To Do to Avoid Forgetting
- Tips for Handling Information Overload at Work

Module 2: Professional Skills for Administrators & Secretaries

DAY 6

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

DAY 7

Organising and Planning

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

DAY 8

Communication Skills

- Understanding Assertive Communication

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

DAY 9

Team Working

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

DAY 10

Presentation Skills

- Telephone Skills
- Writing Skills
- Email Etiquette
- Presentation Skills
- Review of the Week