

DAY 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

DAY 2

Organising and Planning

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

DAY 3

Communication Skills

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

DAY 4

Team Working

- Conflict Management and Resolution
- Dealing with Difficult People
- Managing Upwards



- Workplace Stress Management
- Working Effectively as Part of a Team

DAY 5

Presentation Skills

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