

Course Outline

Day 1

Taking Control of Your Work Life

- Understanding and Clarifying Purpose, Vision and Mission
- External and Internal Customer Service
- The Secret to Working Smarter rather than Harder
- Controlling, Prioritising and Organising Your Work
- Gaining an insight into your Strengths and Weaknesses
- Making Your Office User-friendly and Efficient

Day 2

Essential Administrative Skills

- Mind Mapping Techniques
- Right Brain / Left Brain Theory
- Managing Larger Projects to Meet Deadlines
- Planning and Problem Solving Skills
- Managing Meetings Effectively
- Working with more than One Manager

Day 3

Vital Communication Skills

- Communication Styles and When to Use Them
- Communicating with Confidence
- Win-Win Conflict Resolution
- Understanding and using Body Language
- Understanding Gender Differences in Communication
- Understanding Different Personality Types and How to Deal with them

Day 4

Developing as a Professional

- Listening Skills – *seek first to understand then to be understood*
- Creating a Professional Image

- Leadership Skills
- How to Make Presentations with Confidence and Power
- Painless Methods for Giving Corrective Feedback
- Best Practices for Delivering Positive Feedback

Day 5

Self-Empowerment and Self-Management

- Understanding the Main Causes of Stress
- How to Build Self-confidence and Strengthen the Ability to Respond to Difficult Situations
- The Essential Skills of Emotional Intelligence
- Using Emotional Intelligence at Work
- Becoming a more Proactive, Responsible and Self-aware Person
- Continuing Professional Development - *where to go from here*