

# Admin Excellence: Comms, Meetings & Presentations

Learn to strengthen reading, memory, communication, time management and presentation skills for effective office work.

**10 Days**

DURATION

**10**

MODULES

**48**

TOPICS

## COURSE OVERVIEW

This course begins with techniques for effective reading, note-making and mind-mapping, followed by memory systems for remembering names, information and reading material. It then covers working with other people, including barriers to communication, body language and giving feedback, alongside time management strategies for handling interruptions, planning and prioritisation. Further modules address core workplace skills such as presenting, teamworking and managing information overload, competencies for office professionals, learning styles, organising and planning, goal setting and meeting management. The course concludes with communication skills such as assertiveness, listening and questioning, team working topics including conflict resolution and managing upwards, and presentation-related skills covering telephone, writing, email etiquette and presenting.

## WHO THIS COURSE IS FOR

Office Professionals

Administrative Assistants

Executive Assistants

Team Members

Office Managers

## LEARNING OBJECTIVES

- Apply note-making and mind-mapping techniques to reading tasks
- Explain memory systems for remembering names and information
- Identify barriers to effective communication with difficult people
- Interpret body language to support workplace relationships
- Plan time using prioritisation and interruption-handling strategies
- Apply goal setting and SMART objectives to planning
- Assess competencies required for office professional excellence
- Apply assertive communication, listening and questioning skills

# 10 Modules, 48 Topics

## DAY 1

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

#### 01

##### TOPICS

- 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?

#### 02

##### TOPICS

- 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

#### 03

##### TOPICS

- 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

## 04

## TOPICS

- 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

## 05

## TOPICS

- 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

## 06

## TOPICS

- 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

## 07

## TOPICS

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

08

## TOPICS

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

09

## TOPICS

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

10

## TOPICS

Telephone Skills · Writing Skills · Email Etiquette · Presentation Skills

#### WHAT IS INCLUDED

## Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

#### ABOUT KOENIG

## Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

#### FLEXIBLE DELIVERY

## Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

## Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit [koenig-solutions.com](https://koenig-solutions.com)

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