KOENIG SOLUTIONS · COURSE OUTLINE

Admin Assistant: Business Writing, Minutes & Excel

Learn to manage time, write professionally, take minutes and use Excel to support effective administrative work.

8	70
MODULES	TOPICS

COURSE OVERVIEW

This course covers the core skills of an administrative assistant, starting with self-management, organisation and time-management techniques. It then addresses business etiquette, business writing, note-taking and minute-taking, alongside practical use of Excel spreadsheets for organising and extracting information. It also covers approaches for handling difficult people and workplace conflict.

WHO THIS COURSE IS FOR

- **Administrative Assistants**
- **Executive Assistants**
- **Office Administrators**
- **Minute Takers**
- **Personal Assistants**

LEARNING OBJECTIVES

- Apply time-management techniques such as the Eisenhower Principle
- Explain business etiquette for meetings, dining and communication
- Apply the principles of clear, well-structured business writing
- Identify note-taking methods and tools such as Asana and Evernote
- Apply Excel features such as sorting, filtering and conditional formatting
- Describe the role and skills of an effective minute taker
- Prepare and edit meeting minutes using established techniques
- Assess causes of difficult behaviour and apply strategies to manage it

COURSE SYLLABUS

8 Modules, 70 Topics

01

Introduction

TOPICS

- Introduction to Administrative Assistant
- Personal Best and Professional Best
- Improving Your Assertiveness
- Self-Management
- Time Management and To-Do List
- Listening and Asking Questions
- Learning to Say No
- Taking Care of Company Property
- Good Organizational System
- Filling System and Virtual Environment
- Managing Information and Eisenhower Principle
- Create Routines and Stopping Procrastination

02

Productivity Tools

TOPICS

Productivity Mind Map · Defining Your Priorities · 80/20 Rule · Productivity Tools

03

Business Etiquette

TOPICS

- Fear of Embarrassment
- Handshake
- Business Card Etiquette
- Skill of Making Small Talk
- Making that Great First Impression
- Business Dining
- Demonstration of Business Dining
- Telephone and Meetings Etiquette
- **Netiquette:** Do not Send and Offend

04

Management of Time in a Smart Way

TOPICS

Plan Your Day Right · Outline Your Day · Truth About Multitasking · Time Management Tools · Pomodoro Technique

05

Business Writing and Note-Taking System

TOPICS

- Why Write?
- Three Cs
- Word Agreement
- Active and Passive Voice
- Sentences and Sentence Types
- More on Paragraphs
- Readability
- Practical Language and Punctuation
- Writing Business Letter and Its Parts
- Managing Specific Requests
- Reports and Writing Proposals
- Spelling and Proofreading
- Referencing
- Note Taking Methods
- Asana and Evernote
- Audio Players
- Editing and Revising Notes

06

Using Business and Excel Spreadsheet

TOPICS

Excel 101 · Customizing the Worksheet · Sorting · Conditional Formatting · Duplicates · Extracting the Information Needed by You · Combining and Filtering

07

Dealing with Difficult People

TOPICS

Reciprocal Relationships · Agreement Frame · Ten Commandments · Preventing Problems and Changing Yourself · Causes of Difficult Behavior · Five-Step Process · Managing Anger · **De-Stress:** Options Helping You to Keep Calm

08

Minute Taker's Workshop

TOPICS

Role of Minute Taker · Skills of a Minute Taker · Meeting Agreements · Minutes Styles · Techniques for Preparing Minutes · Writing and Editing Minutes · Taking Minutes in Interactive Meeting · Meeting Book

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.

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