

Essential Skills for the Administration Professional



Category: *Personal Development*

Administration professionals require high level interpersonal, planning, time management and problem solving skills. This popular course will enable you to rapidly develop your communication, organisational and customer service abilities to expand both your role and opportunities.

Duration

2 days

Course Objective

This course has been developed to provide you with the fundamental skills required in an administrative / support role to improve/enhance your communication, organisation and customer service skills.

Who Should Attend / Target Audience

Entry level staff who wish to learn the fundamental skills required in administrative / support role.

Learning Outcomes

- Manage their time effectively.
- Deal with interruptions in an effective manner to minimise time wastage.
- Distinguish various communication styles.
- Improve both verbal and written communication.
- Cope with multiple bosses by setting priorities.
- Write professional business letters.
- Conduct productive meetings.

Related Courses

- Negotiation Skills
- Time Management
- Writing Skills for Business

Next Level Course

- Dealing with Difficult Behaviour
- Effective People & Communication Skills

Availability

In House Closed Group Public

Version: 4/1/10

Course Content

Goal setting, career management and personal motivation - *Raise your self-confidence by setting & achieving goals using the SMART methodology.*

Managing your time - *Learn to target undesirable time management habits, and create new effective TM skills.*

Steps for planning your day - *Utilising techniques to ensure your day is planned and time is utilised to its fullest.*

Dealing with interruptions - *Examine deflection techniques to curb unnecessary interruptions.*

First impressions - *Discover how to make a lasting first impression.*

Effective communication - *Identify the process and the importance making your messages clear & specific.*

Different communication styles - *Examine various styles & variables to communication.*

Good telephone etiquette - *Utilising professional techniques in the workplace to managing the telephone.*

What is assertiveness? - *Discover the importance of standing up for your rights in a manner that does not offend others.*

Coping with multiple bosses - *Effective techniques to help you determine priorities & manage workflow.*

Handling criticism - *Evaluate whether criticism is justified, and if so how to handle it in a professional manner.*

The business letter - *Learn to write a business letter that reflects a professional image of you and the business.*

What makes an effective e-mail? - *Tips on writing clear e-mails that people will want to read.*

Effective minute taking and meetings - *Understand the process of conducting productive meeting & taking effective meeting minutes.*

MELBOURNE
SYDNEY
BRISBANE
TOWNSVILLE
CAIRNS

Phone 1300 793 951
Fax 1300 793 952

Web www.odysseytraining.com.au
Email info@odysseytraining.com.au