

Enhancing Core Skills for Administrators & Secretaries

Cape Town (South Africa)

16 - 20 June 2025

UK Training

PARTNER



Enhancing Core Skills for Administrators & Secretaries

Code: SA28 From: 16 - 20 June 2025 City: Cape Town (South Africa) Fees: 3300 Pound

Introduction

The role of Administrators and Secretaries require many of the same skills as senior staff in an organisation. They are the persons in charge of the organisation's correspondence, and are very often the first point of contact for visitors. Therefore, they must display a highly professional image at all times.

This training course provides Administrators and Secretaries the skills to perfect their interpersonal and behavioral skills, to ensure they stay in control and on top of their responsibilities. Participants will be able to return to the workplace with the skills, knowledge and behavior to organize themselves more efficiently and to handle all the situations effectively, positively and confidently.

Course Objectives

- Understand the importance of effective administration skills within an organisation.
- Develop the skills needed to be an administrator or professional secretary.
- Manage time efficiently and be able to think proactively.
- Enhance communication and interpersonal skills.
- Develop self-management and deal with time wasters.
- Understand how to be assertive and build a good rapport with your manager.
- Employ a proactive role in handling job responsibilities within a team environment.

Course Outlines

Day 1: Effective Time Management

- Understanding the importance of time management.
- Controlling, prioritizing and organizing your work.
- Coping with large tasks.
- Ensuring the safety and efficiency of your work environment.
- Basic project management.
- Taking control.

Day 2: Improving Communication Skills

- Why are communication skills so important?
- Understanding the different means of communication in business.
- Using vocabulary that works.
- Writing effectively.
- Improving listening skills.
- Being aware of the barriers to good communication.

UK Training

PARTNER



Day 3: Assertiveness Skills

- What is assertiveness and why is it important?
- Developing confidence in order to use assertiveness skills.
- Understanding gender differences.
- Practical advice to using assertiveness skills in your work environment.
- Coping with stress.

Day 4: Successfully Working with Managers and Colleagues

- Why is this important?
- Learning ways to manage your manager.
- Coping with different personalities and working styles.
- Understanding your own strengths and areas for improvement.
- Learning to delegate effectively.

Day 5: Organising and Planning for Superior Performance

- Setting challenging performance goals.
- Putting Key Performance Indicators KPIs to work.
- Utilizing planning strategies and forward thinking.
- Prioritizing objectives.
- Personal action planning.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

