

## Enhancing Core Skills for Administrators & Secretaries

*Lisbon (Portugal)*

*12 - 16 August 2024*

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## Enhancing Core Skills for Administrators & Secretaries

Code: SA28 From: 12 - 16 August 2024 City: Lisbon (Portugal) Fees: 4400 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 of Enhancing Core Skills for Administrators & Secretaries

- 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

### Enhancing Core Skills for Administrators & Secretaries 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

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The pieces are gold and silver. The board is white and black squares. In the background, there are concentric circles radiating from the center.

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- Using vocabulary that works
- Writing effectively
- Improving listening skills
- Being aware of the barriers to good communication

### 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

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