



PRODUCTIVE Administration Skills

Course Introduction:

Any role where you support the efficient and effective running of an organization relies on you having a good set of administration skills and a great attitude.

This course has been designed to provide administrators, assistant administrators, personal assistants, secretaries and anyone else in an administrative support role a set of skills and an attitudes they and operate in an efficient manner.

Course Objectives:

By the end of this course the participant will be able to:

- Understand what makes an effective PA/Executive Secretary
- Contribute to manager's success through aligned objectives
- Analyze and maximize the use of time
- Improve communication skills
- Take responsibility and manage crises
- Achieve confidence through assertiveness
- Work under pressure to achieve objectives
- Understand the different methods used in storing information
- Successfully organizes meetings

Who Should Attend?

Executive secretaries, secretaries, and any individual with an office support function

Course Outline:

Effective Communication

- What is communication?
- Communication barriers
- Use body language effectively

Business Letter Writing

- Understand the conventions of letter writing
- Plan letters to reduce writing time and produce desired results
- Finish with impact
- Suit structure to purpose
- Write concisely and clearly
- Spot clichés, jargon and padding

- Adopt a friendly reader based style
- Constructive self-analysis

Dealing with Difficult People

- Identify the types of difficult people
- Understand why difficult people are difficult
- Deal with difficult people
- Give and receive feedback effectively
- Improve performance and manage others

Time and Stress Management

- Analyze time usage
- Work prioritizing and scheduling
- Delegation technique
- Travel arrangements
- How to use telephone

Organizing Meeting

- What makes good meetings good / bad meetings bad?
- Obstacles to meeting effectiveness
- Key Characteristics of an effective meeting
- Meeting rules
- Meeting process
- Agenda setting
- Meeting evaluation
- Meeting room
- Recording devices

Filing System

- Needs of filing systems
- Manual filing systems
- Computerized filing systems
- Access database: An introduction

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play

- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session