



COMMUNICATION and Planning Skills for Administrative Professionals

Course Introduction:

Good communication and planning skills are essential for all administrative professionals. This interactive and practical program is designed to help participants review and develop these skills so that they can enhance not only their own effectiveness but also that of their immediate colleagues and teams.

Taking an in-depth and comprehensive approach the seminar focuses specifically on:

- face-face communications (both one-to-one and in small groups)
- telephone skills, teleconferencing and remote communications
- written communications (including writing e-mails, letters, reports and instructions)
- meetings skills and supporting presentations
- interpersonal and influencing skills
- personal planning and time management skills
- project planning and monitoring

Course Objectives:

To provide participants the opportunity to:

- review and develop their communication, interpersonal and planning skills and their appreciation of the principles involved
- take stock of their current approaches and decide on initiatives to enhance communication and planning within their own teams/sections

Who Should Attend?

Administrative professionals, secretaries and personal assistants

Course Outline:

- Face-to Face Communication and Interpersonal Skills
- Barriers to effective communication and how to overcome them
- Interpersonal skills and building working relationships
- Delegation - giving and receiving
- Assertive communication
- Managing conflict
- Planning & Time Management
- Prioritizing
- Handling and making requests
- Personal planning tools and systems
- Managing interruptions

- Project planning and principles of CPA
- Team-Working and Meetings
- Team development and group dynamics
- Constructive and inclusive discussions
- Challenging ideas and getting agreement
- Improving meetings
 - planning and preparation
 - participation and control
 - follow-up and meeting notes
- Managing Information and Written Communication
- Principles of information management
 - digesting information and making it meaningful
- Report writing
 - relevance
 - layout
 - structure
- Grammar & punctuation
- Editing and proofreading skills
- Writing e-mails and letters
 - style
 - tone
 - structure
- Other forms of written communication
- Supporting Presentations/Improving Teamwork and Systems
- Designing slides and incorporating graphics
- Room setup, equipment and trouble shooting
- Continuous improvement and creative thinking
- Making a case
- Seminar review

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 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 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

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