



THE SUPPORT And Administrative Assistant

Course Introduction:

This is an exciting and interactive program. It is designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively. Thereby contributing to their own, their boss and their organization's success.

In this program you will learn how to:

- Manage a network of working relations
- Communicate effectively
- Manage time for yourself and others
- Manage the performance of admin staff
- Improve written communications
- Organize office systems

Course Objectives:

Participants attending this program will:

- Extend their understanding of their roles and the key contribution they make to organizational success
- Review their working relationships
- Review and developed their personal organization, communication and interpersonal skills
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways

Who Should Attend?

- Office administrators
- Supervisors of clerical and administrative staff
- Executive secretaries and Personal Assistants

Course Outline:

Program Introduction/ Roles, Competences and Personal Effectiveness

- Program introduction and objectives
- Action planning
- The 'competence' model of skills, behaviors and values

- Personal competence review
- Time management constraints – resources, systems, other people and self
- Handling requests and conflicting priorities

Team Working, Communication & Meetings

- Team working and team roles
- Briefing skills - giving, receiving and passing on
- Organizing, and participating in, meetings
- Notes, minutes and follow-up

Managing Working Relationships

- Delegation – giving and receiving
- Communication and listening skills
- Assertiveness, conflict and criticism
- People problems and problem people

Managing Time/Desk Management/Written Communication Skills

- Managing interruptions and access
- Planning and priority setting
- Office layout and ergonomics
- Managing the paper-load
- Getting the best from e-mail and office technology
- Report and letter writing
- Setting & developing company writing standards
- Editing and proof-reading skills

Managing Staff Performance/Action planning

- Dimensions of performance
- Motivation
- Appraisal
- Coaching and on-job training skills

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

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

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