



Efficient Administrative Support Training Seminar

Who Should Attend:

The target audience for this training seminar is junior managers, administrators, office assistants, executive and personal assistants, supervisors, management trainees and human resource/training managers.

Objectives:

At the end of this training seminar participants will be able to:

- Determine the strength of their interpersonal skills
- Evaluate team skills and abilities
- Determine the types of listening and tips to improve listening skills
- Develop problem solving skills
- Manage time more effectively
- Use effective communication
- Establish and uses stress management techniques

Content:

Interpersonal Skills

- People styles: typical behaviour
- Evaluating your team skills and abilities
- How to establish a strong working partnership with your boss

Listening Effectively

- The four types of listening
- Tips for improving your listening skills

Problem Solving Skills

- Every person's "Bill of Rights"
- Assertiveness techniques for effective communication
- Getting others to cooperate

Time Management and Organization

- Demands on your time: your personal checklist
- How to cope with constant interruptions
- Prioritizing your time while supporting others

Addressing and Controlling Stress in the Workplace

- Defining stress
- Determining your worst stressors, and discover your current stress level
- “Good” and “bad” stress
- Establishing a sound Balance of the daily stress

Effective Communication

- Communicating your company’s image over the telephone
- Using the “smile” approach
- Evaluate your vocal delivery strengths and areas that need development