

Proactive Assistant

2 Days

BGPA

OVERVIEW

Through this workshop, participants will improve their management of priorities, and time. Furthermore, they will learn how to maximize effective cooperation with their immediate supervisor(s), communicate efficiently and develop their assertiveness.

DESIGNED FOR

Designed for anyone who holds the position of assistant.

LEARNING OUTCOMES

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

- Manage their time effectively.
- Manage their job priorities.
- Meet their boss's expectations.
- Develop their role as assistant.
- Propose solutions, ideas.
- Write professional e-mails.
- Know the tools for positive and effective communication.
- Express themselves in a constructive manner.

TOPICS COVERED

- Priorities and Time Management
- Cooperation with the Immediate Supervisor
- Golden Rules for Professional E-mails
- Effective Communication
- Assertiveness
- Providing a High-Quality Telephone Service

EXTRA NOTES

An equivalent course is available in Arabic and French. Please call us for details.