

# Providing Administrative & Secretarial Support for Teams

2 Days TSA1

## OVERVIEW

This highly practical two-day course helps participants develop the self-management and time management techniques to increase their effectiveness.

A successful team administrator needs to be good at communicating, coordinating and planning in order to support different roles and conflicting needs. This lively programme helps develop those skills so that they can contribute and support their team more effectively.

## DESIGNED FOR

Suitable for administrators and support staff who are looking to expand their skills to fully support several managers or a team.

## LEARNING OUTCOMES

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

- Define their role and what is required of them more clearly.
- Build rapport and effective working relationships.
- Raise their profile at meetings or briefings by participating effectively.
- Produce professional minutes and help ensure effective meetings.
- Achieve objectives by using time effectively and increase others' confidence in them by adopting proactive work routines.
- Produce professional minutes and help ensure effective meetings.
- Manage their time effectively and deal with conflicting needs.
- Return to the workplace with increased self-confidence.

## TOPICS COVERED

### Understanding Your Responsibilities

- What is required of you to support the team effectively?
- Establishing your contribution to the overall success of the team
- Defining the aims and objectives of those you support
- The five core skills for successful team administrators/assistants

### Effective Team Working

- What is required of you to support the team effectively?
- The benefits and dynamics of effective teams
- Team roles - identifying and working with the strengths and weaknesses of others
- Your position within the team - how do others see you?

### Contributing to Meetings and Team Briefings

- Developing a persuasive style
- How to contribute positively in meetings
- What are we saying through our body language?
- The importance of listening and questioning

### Agendas and Minutes

- Drafting the agenda
- Minute taking without the worry - the do's and don'ts
- Producing professional minutes

### Supporting the Demands of the Team

- Analysing your current use of time
- Juggling priorities and personalities
- Negotiating with others to achieve win/win situations
- Tips to reduce stress in the work environment

### Personal Development

- An action plan to implement and monitor your progress

## EXTRA NOTES

*Further Development:*

*Providing Administrative Support for Projects (PAP)*

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