

# The Essential Office Professional - Professional Skills for Administrators, Secretaries & Support Staff

1 Day IPS1

## OVERVIEW

This practical and highly popular course rapidly develops the key skills and knowledge that enable the new and developing office professional to maximise their contribution to the manager, team and organisation.

The programme shows participants how to plan and organise efficiently, develop confident communication skills and proactively contribute to the successful achievement of the organisation's goals. They will leave the course with practical toolkits and a list of tips and recommended further reading.

## DESIGNED FOR

Suitable for newly appointed administrators and secretaries. Individuals with more experience may wish to consider Success Skills for Secretaries and Administrators.

## LEARNING OUTCOMES

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

- Develop skills and make a greater contribution to their team.
- Become more proactive.
- Communicate confidently and effectively with their manager, colleagues and other departments.
- Deal with the difficulties and pressures of working for more than one person.
- Plan, organise and manage their time more effectively.
- Apply top tips for writing emails and letters.

## TOPICS COVERED

### Supporting Your Manager/Department/Team

- How you and your manager can work together to build a team
- Balancing the demands of more than one manager
- Prioritising your workload, being flexible when priorities change

### Communicating Confidently and Positively

- Communicating face-to-face with confidence
- Projecting a confident and professional image
- Effective listening skills

### Organisation and Time Management

- Establishing effective procedures - organising diaries and follow up
- Managing your time effectively - avoiding 'time stealers'
- Organising meetings - key tips
- Saving time using email

### Writing Clearly and Concisely

- Writing on behalf of others
- Avoiding common mistakes
- Planning and writing emails

### Personal Development

- Formulating an action plan



## EXTRA NOTES

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