

Self-development of administrative Excellence

Date	Venues	()Fees	Book your seat
31 Dec -31 Dec 1969			Register Now

Course Overview

In this course we will Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.

Course Objective

- Take a proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively.
- Handle telephone calls properly and professionally.
- Develop self-management techniques and learn ways for dealing with time wasters.
- Improve memory skills with several reinforcement methods and exercises.

Who Should Attend?

Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators.

Course Outline

- The Administrator/Secretary as Part of the Support Team
- Written Communication
- Verbal Communication
- Using the Telephone Properly
- Effective Time Planning
- Setting Up a Filing System
- Memory Reinforcement Techniques

Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities

- Case Studies
- Workshops
- Games & Role plays



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