

ONLY \$375pp
plus GST

ESSENTIAL SKILLS FOR EXECUTIVE & PERSONAL ASSISTANTS



Outcome

There is no arguing that the office professionals are the back bone to every organisation and the role of the assistant has taken on a whole new level in today's world. Assistants have taken on so much more including management and support.

This influential skill-building workshop is guaranteed to improve your communication, teambuilding, problem-solving and project management skills in order to confidently make you a "take charge" assistant.

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Course Outline

Successful Time Management

- Managing your time
- Maintaining schedules
- Prioritising
- The secret of staying on track
- Goal setting
- Organising travel
- Planning small meetings
- Planning large meetings

Writing Business Emails

- The basic structure
- Choosing a format
- Writing the email

Managing Multiple Bosses

- Reasons for working with multiple bosses
- Main problems when dealing with multiple bosses
- Ways to deal with multiple bosses
- Principals to remember

Empowering Yourself

- Being assertive
- Resolving conflict
- Building consensus
- Making decisions
- Delegating with confidence

Handling Difficult Situations

- Listening and hearing they aren't the same
- Asking questions
- Communicating with power
- Body language
- The signals you send to others
- It's not what you say, but how you say it

Agendas & Meetings

- Meeting checklist
- Meeting checklist template
- Agenda creation
- Meeting agenda template
- Keep the meeting on time - planned time
- Interrupters
- Minute taking that you can understand
- Composing your minutes

Telephone Skills

- Taking control of the call
- Mind your manners
- Taking messages
- Transferring a call
- Closing the call

Office Ergonomics

- What is ergonomics
- Ergonomic factors – colour, lighting, acoustics, ventilation and equipment

Who should attend

- Executive Assistants
- Personal Assistants
- Secretaries
- Admin Assistants
- Office Manager
- Anyone who is in an administrative role