
Skills for the Administrative Assistant

Course Overview

Work is not the only thing that matters in life, but most of us take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on job satisfaction is our relationship with others. We all want some measure of success in life. However, our work should not be a burden to us, and our offices shouldn't be battlefields. We are human beings working with other human beings, so this workshop is about working to the best of your abilities, and encouraging the best in those who work with you or for you.

Learning Objectives

Participants will:

- Understand the importance of professional presence on the job.
- Learn how to self-manage to become more effective and efficient.
- Improve their ability to plan, prioritize and solve problems effectively.
- Understand how to unleash our creativity, and how to get these ideas across successfully.
- Improve their communications skills – listening, questioning and being more assertive.
- Increase their effectiveness in recognizing and managing conflict, and dealing with difficult people.

Outline

- Introduction and Course Overview
- Personal Best, Professional Best
- Making a Good Impression
- Distorted Thinking
- Steps to Feeling Good
- Assertiveness
 - What is assertiveness?
 - The assertiveness model
 - Dealing with tough issues
- Communication
- Asking and Listening
 - Open Questions
 - Closed Questions
 - Clarifying Questions
 - Active Listening
- Non-Verbal Messages
- Getting What Others Want
- Self-Management
 - Self-Management
 - Time Management
 - Your Workspace
 - Being Proactive
- Setting Goals
 - SMART PPP
 - Personal Action Plan

Skills for the Administrative Assistant

- Working as a Team
- Difficult People
 - Defining Conflict
 - Blending
 - Redirecting
 - When Discussions Degenerate into Conflict
 - SOFTEN
- Saying No
- Writing
 - The Four C's
 - Punctuation Pointers
 - Letters and Memos
- De-Stress Options You Can Use Right Now