

**1<sup>st</sup> Date of the  
Month (Year 2019)**

## **Administrative Assistant Skills**

Duration: 1 Day or 2 Days

Audience: Administrative Professionals, Office managers, Secretaries and assistants



### **Overview**

Administrative assistants, secretaries and office managers need a strong set of essential skills to enable them to more efficiently and effectively manage their work environment and ensure their success in their critical role and the success of their managers and other team members who depend on them for support.

This one or two days training program is packed with techniques for improving the most essential basic business writing skills as well as both verbal and non-verbal communication in general in addition to proper time management and general office organization techniques that will help administrative assistants, secretaries and office managers in performing their day to day tasks more confidently and professionally.

### **Course objectives:**

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

- Explain six basic principles of communication.
- Communicate clearly, confidently and assertively.
- Listen and ask insightful questions to interact more effectively.
- Combine voice tone and non-verbal communication with appropriate language to influence others.
- Enhance their business writing skills by using a five-step business writing process.
- Set clear goals and objectives for better planning and performance.
- Improve their organization skills.

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# Outline of topics

## **Module 1 : Communicate clearly and confidently:**

- ✓ How well do you communicate?
- ✓ Six basic principles of communication.
- ✓ Focus on Behavior NOT personality.
- ✓ Being specific.
- ✓ Use the power of questions.
- ✓ Listen Actively.
- ✓ Communicate assertively.
- ✓ Understanding Non-verbal communication.

## **Module 2 : Professional Business writing:**

- ✓ The professional business writing process.
- ✓ Pre-writing steps.
- ✓ Editing your writing.
  - Conciseness.
  - Active and passive voice.
  - Parallel construction.
- ✓ Proofreading your writing.
  - Sentence agreement.
  - Punctuation.
  - Spelling.

## **Module 3 : Getting organized:**

- ✓ Organizing your workspace.
- ✓ Dealing with email and paperwork.
- ✓ Prioritizing and using a to do list.
- ✓ Planning and scheduling.
- ✓ Planning small and large meetings.

## **Competitive review game - *An Exciting review challenge (Power Point Game)***

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### **The Training includes:**

- Self-discovery activity
- Group exploration and facilitator-led discussions
- Best practice theory exploration
- Game-based learning
- Practice exercises
- **Participant Reference Workbook**
- **PowerPoint Slide Presentation**

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