

Administration Skills Course

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 course is about working to the best of your abilities, and encouraging the best in those who work with you or for you.



This course will help participants:

- ✓ Understand the importance of professional presence on the job.
- ✓ Learn how to self-manage to become more effective and efficient.
- ✓ Improve their communications skills, including listening, questioning, and being more assertive.
- ✓ Increase their effectiveness in recognizing and managing conflict, and dealing with difficult people.

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the course. Students will also have an opportunity to identify their personal learning objectives.



Personal Best, Professional Best

To begin, participants will discuss what affects a first impression and how they can improve the impression they give to others.

Putting Others at Ease

One part of making a good impression is to get so comfortable with who you are that you can forget about you and concentrate on the other person. During this session, participants will explore ways to do this.

Distorted Thinking

Participants will explore types of distorted thinking through a case study and large group discussion.

The Steps to Feeling Good

This session will give participants a three-step process to turn negative thinking or emotions around.



Assertiveness

Assertiveness is a word we tend to use without really understanding what it means. This session will get participants thinking about what assertiveness is, using a lecturette, quiz, and group discussion.

Improving Your Assertiveness

Next, participants will explore how they can become more assertive in difficult situations.

Communication Skills

Participants will discuss different forms of communication and barriers to each.

Asking and Listening

During this session, participants will learn about two key elements to verbal communication: asking questions and listening.

Non-Verbal Messages

Next, participants will explore various types of non-verbal communication and their possible interpretations.

Writing Skills

This session will look at how to improve written communications, including using the four C's, editing, and proofreading.

Getting Ahead

Two main components of getting ahead in the workplace are identifying what you want and helping others to get what they want. This session will look at both of those concepts.



Self Management

This session will give participants some tools to help them improve themselves, including establishing rituals, time management, organization, and planning.

Setting Goals

Next, participants will set some goals using the SMART format.

Working as a Team

Administrative assistants are often a key part of a workplace team. This session will explore some of the benefits and challenges of working as a team.

Working with Difficult People

This session will give participants two tools to deal with difficult people: blending and redirecting.

Learning to Say No

Next, participants will learn about some formulas for saying no. They will then have an opportunity to practice these formulas in a role play and case study.



De-Stress Options You Can Use Right Now

To conclude the course, participants will learn some easy relaxation techniques.

Course Wrap-Up

At the end of the day, students will have an opportunity to ask questions and discuss key points learned.