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## PROFESSIONALS SKILLS FOR ADMINISTRATORS AND SECRETARIES

This practical and highly popular workshop rapidly develops the key skills and knowledge that enables new and developing office professionals to maximise their contribution in the workplace.

### WHAT GIVES THE FACILITATORS CREDIBILITY?

#### Training Methodology

This particular programme is structured using a combination of interactive activities, group and individual exercises, role-plays and discussion interspersed with formal inputs supported by Power Point presentations.

#### KEY OUTCOMES:

Inter-group discussions to share working experiences are also an important ingredient in the process. Skills are introduced and revisited at regular intervals throughout the programme to facilitate reinforcement and to help delegates remember them.

The tutors are always on hand for one-to-one discussions with delegates regarding any problems or confidential matters that they may wish to discuss. On offer, each day following lunch, will be an open session for 1 hour, by request, for individual or group discussion(s) on any additional subjects required or problems or issues that delegates may have or wish to discuss.

#### Fazeela Sayed

**Fazeela Sayed** is a life Skills coach who ventured into this field quite deliberately. She has spent 18 years within the Airline Industry, joining the National carrier as an entry level clerk in 1994 and working her way up to senior management, fervently pursuing the only career she knew. She hosts corporate Workshops, One-On-One training and has been a guest speaker on radio shows and has been a guest speaker at several events. Fazeela is actively involved in empowering women, children and couples however her passion lies in her ability to cultivate a desire within an individual to be better than they were yesterday!!

### WHO SHOULD ATTEND?

All office personnel would find this workshop highly beneficial, including administrators, PA's and secretaries.

### WHY YOUR EMPLOYEES SHOULD ATTEND

**By the end of this workshop delegates will be able to:-**

- Develop the skills and attributes of a first class office professional and make a greater contribution in their workplace.
- Become more confident
- Become more proactive
- Communicate more confidently and effectively with your manager, colleagues and other departments
- Deal with the difficulties and pressures of working in a modern office.
- Prioritise between urgent and important tasks
- Plan, organise and manage time more effectively
- Present yourself more confidently and efficiently
- Write, email and use the phone more professionally and effectively.



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## KEY OUTCOMES

### Setting the scene, assessing existing skills, Time Management

- General introduction
- Assessing prior skills and knowledge
- Competencies required
- Perceptions, attitudes and beliefs
- Learning Styles/Thinking Styles
- Time management skills
- Time Management Group Activity 1
- Video on time management
- Time Management Group Activity 2

### Organising and Planning

- Managing workflow
- Techniques for organising and planning – brainstorming, SWOT analysis, Goal setting, setting SMART objectives
- Group Activity
- Mind Mapping
- Video
- Group Activity – mind mapping exercise
- Managing meetings

### Communication Skills

- Understanding Assertiveness
- Group Activity on assertiveness
- Listening and questioning skills
- Group activity on listening effectively
- Body Language
- Group activity on body language
- Video

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## Team working

- Conflict management
- Dealing with difficult people
- Managing upwards
- Stress management
- Group Team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management

## Presentation skills

### Presentation skills

- Telephone skills
- Writing skills
- Email etiquette
- Presentation skills
- Group Exercise – delegates to prepare and present a 4 minute presentation on a topic to be agreed.
- Review of the week

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