

Professional Office Assistant

Who should attend?

Staff who wish to enhance their existing techniques as well as develop new skills. This workshop will address attitude in the workplace, motivate staff and instill confidence in their professional abilities. Achieve excellence and enhance the impression your customer has of your organisation.

How long is the course?

1 Day

Outcomes will include:

Applying techniques to improve confidence through correct assertive behaviour.
Recognising the power of good communication skills in all aspects of business.
Identifying and responding to emotions in self and colleagues.
Understanding the difference between urgent and important tasks.

Lesson 1: **From secretary to executive personal assistant**

Roles and responsibilities
Qualities of a successful pa
Managing your time

Lesson 2: **Emotional intelligence**

Self-recognition and regulation
Social recognition and regulation
Managing conflict
Recognising conflict
Responding to conflict
Resolving conflict
Assertiveness

Lesson 3: **Communication**

Communication methods
Delivering excellent customer service on the telephone
Telephone etiquette
Projecting a positive image using your voice
Written communication
E-mail etiquette
Meeting-related communication
Meetings
Creating a positive first impression

Lesson 4: **Taking care of yourself**

Your vision
Developing your network
Taking care of your health
Managing stress