

# Developing Core Skills for Administrators & Secretaries

## INTRODUCTION

- This Developing Core Skills for Administrators & Secretaries training course aims to help you develop skills needed to be really effective at work.
- It teaches powerful approaches to handling information (including techniques for quickly finding key points in what you are reading) and gives great tips on how to organise your thoughts and get your point across in emails, meetings, interviews and presentations.
- You'll also learn strategies for dealing with difficult people and organising your time to better achieve results.

This training course will highlight:

- Techniques for handling information and getting your point across
- How to improve communications with “difficult” people?
- How to deal with “time stealers”?
- The concept of results-oriented time management
- How you can be more effective in your reading, note-making and memory skills?

## OBJECTIVES

This training course aims to:

- Give easy-to-learn tips for improving your effectiveness at work
- Take you to the next stage in efficient reading and note-making techniques
- Update your thinking about managing time and planning for results
- Build your confidence in your ability to remember things
- Help you improve inter-personal communications and team working skills

## TRAINING METHODOLOGY

- This Developing Core Skills for Administrators & Secretaries training course is enjoyable, practical and inter-active. You'll be able to learn at your own speed and to focus on developing your own skills (not on competing with others). There is a useful mix of theory, practice and discussion. Individual tools and techniques are introduced gradually and then re-visited at regular intervals throughout the programme.
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## **ORGANISATIONAL IMPACT**

Organisations can expect delegates to:

- Be more confident when working in groups & contributing ideas
- Be more effective in their day-to-day work
- Have practiced strategies for improved reading, note making and memory skills
- Be better-equipped to deal with information overload
- Develop strategies for prioritising and getting jobs done

## **PERSONAL IMPACT**

Individuals can expect to:

- Improve reading skills (with strategies for “successful” reading)
- Practice effective note-making skills (using mind-mapping)
- Develop confidence in their ability to work in groups and present ideas
- Get tips for dealing with difficult people
- Learn to use simple memory systems to remember information
- Learn how to focus on results-orientated time management

## **WHO SHOULD ATTEND?**

- This training course is not just focused on helping administrators and secretaries. It is also suitable for people across a wide range of management and professional grades who want to be successful.

It will greatly benefit:

- Anyone wanting to raise personal efficiency levels and improve effectiveness
- People who want to succeed in an office environment
- All staff working in groups and project teams
- Anyone wanting ideas for handling information overload in daily life

## **Course Outline**

Improve Your Effectiveness at Work: Better Reading and Note-Making

- Your Brain Skills
- How to be a 'Successful' Reader
- How Mastering Note-making Skills Can Help Your Career
- Mind-mapping as a Note-making, Planning, Thinking and Memory Tool
- Mind-mapping Software

## Memory Magic: How to Remember Things?

- Your Memory Potential (How good is your memory?)
- Memory Systems Explained (The Power of Stories and Imagination)
- Remembering Names
- Memory at Work
- Remember What You Read (Strategies for Fast, Effective Reading)

## Better Working with Other People

- Barriers to Effective Communications
- Strategies for Improving Communications with “Difficult” People
- The Powerful Influence of ‘Body Language’: Speaking without Words
- Giving and Receiving Feedback: The Risks and the Benefits
- Getting Your Point Across: Know What to Say and When to Say It

## Results-oriented Time Management Strategies

- Identifying and Dealing with Time-wasters
- Handling Interruptions (How to protect your productive time?)
- Planning (What you have to do?)
- Prioritisation (What you must do first?)
- Save Time When Planning a Presentation

## Using Core Skills at Work

- Making a Presentation
- Thinking and Working in Teams
- How We Learn – and What We Need To Do to Avoid Forgetting