

# Administrative Support

*"No one is more cherished in this world than someone who lightens the burden of another."* Joseph Addison

Administrative Assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give administrative assistants tools that ensure they become indispensable!

During this course, participants will learn the core skills that will help them use their resources efficiently, manage their time wisely, communicate effectively, and collaborate with others skillfully. In addition, they will discover how to be more assertive, listen better, deal with difficult people and manage challenging situations in their work. The workshop is very interactive and is designed in a way that ensures participants learn through practicing while still having fun.



## Course Objectives and Content

### KEY LEARNING OBJECTIVES

1. Increase organisation and ability to manage different projects.
2. Improve time management and prioritisation of workload.
3. Improve communication skills -verbal and non-verbal and ask the right questions.
4. Build assertiveness and ability to deal with difficult situations.

### WHO IS THIS FOR?

This course is suited for Administrative Assistants including Office Assistants, Personal Assistants and Programme Assistants among others.

### COURSE CONTENT

1. Getting organised; dealing with e-mail, managing electronic files, keeping track of the paper trail.
2. Getting organised; keeping your workspace organised, using a to-do book, the extra mile: adding project management techniques to your toolbox.
3. Time management; keeping others on track, maintaining schedules, prioritising, the secret to staying on track, goal setting.
4. Special tasks; planning small meetings, planning large meetings, organising travel.
5. Verbal communication skills; listening and hearing: they aren't the same thing, asking questions, communicating with power.
6. Non-verbal communication skills; body language, the signals you send to others, it's not what you say, it's how you say it.
7. Empowering yourself; being assertive, resolving conflict, building consensus, making decisions.
8. The team of two; working with your manager, influencing skills, what to do in sticky situations.
9. Handling difficult situations; managing the relationship, staying professional, knowing when to escalate.
10. Taking care of yourself; ergonomics, stress management, dealing with a heavy workload.

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