

Skills for the Administrative Assistant

Overview

Is keeping the boss organized, on time, and on track sometimes a challenge, especially when you are not in charge?

During this 2 day workshop, participants will learn how to run an efficient office and stay in control, no matter how hectic the day gets. Additionally, participants will learn how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more. *This workshop* is the ideal administrative assistant training program for those needing to improve their administrative-assistant skills or those looking for the extra business edge. The two days will help you improve your communications skills, make a good first impression, and develop personal management skills.

Benefits:

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

Course Content:

- Personal Best, Professional Best
- Putting Others at Ease
- Distorted Thinking
- The Steps to Feeling Good
- Assertiveness
- Communication Skills
- Asking and Listening
- Non-Verbal Messages
- Writing Skills
- Getting Ahead
- Self Management
- Setting Goals
- Working as a Team
- Working with Difficult People
- Learning to say No
- De-Stress Options

Our Guarantee

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

Duration

2 Day Workshop

To book a place on this course, call our booking line on +353 (046) 9249618 or e-mail info@midasgroup.ie or book online