

OUTLINE

Administrative Support

Lesson 1

Course Overview

- Getting Started
- Workshop Objectives
- Pre-Assignment Review

Lesson 2

Getting Organised (I)

- Dealing with Email
- Managing Electronic Documents
- Keeping Tabs on this Paper Trail
- Taking Advantage of Voice Mail
- Case Study
- Review Issue

Lesson 3

Getting Organised (II)

- Keeping Your Workspace Organised
- Using a To-Do List
- The Extra Mile: Adding Project Management Techniques to Your Toolbox
- Case Study
- Review Issue

Lesson 4

Managing Time

- Managing Your Time
- Keeping Others On Track
- Maintaining Schedules
- Case Study
- Review Questions

Lesson 5

Getting It Done On Time

- Prioritising
- The Key to Staying on Track Behavior
- Goal Setting
- Case Study
- Review Questions

Lesson 6

Particular Tasks

- Planning Small Meetings
- Planning Large Meetings
- Organising Travel
- Case Study
- Review Questions

Lesson 7

Verbal Communication Skills

- Listening and Hearing: They Aren't the Same
- Asking Questions
- Communication with Power
- Case Study
- Review Questions

Lesson 8

Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- Case Study
- Review Questions

Lesson 9

Empowering Yourself

- Being Assertive
- Resolving Conflict
- Building Rapport
- Making Decisions
- Case Study
- Review Questions

Lesson 10

The Group of Two

- Working with Your Supervisor
- Influencing Skills
- What to Do Sticky Situations
- Case Study
- Review Questions

Lesson 11

Taking Care of Yourself

- Ergonomics
- Stress Control
- Addressing a Heavy Workload
- Case Study
- Review Questions

Lesson 12

Wrapping Up

- Words From the Wise

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

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