

Communication and Planning Skills for Administrative Professionals



INTRODUCTION

This highly engaging and motivational programme is designed to help participants develop a 'tool-kit' of skills and knowledge so that they can demonstrate capability and talent when it comes to communicating with others and achieving success.

Essentially this programme aims to enhance Performance and Behavioural outputs within the workplace by:

- Exploring the world of Effective Communication Skills through a variety of methods
- Understanding the key components of effective communications and how they need to be considered every time
- Uncovering the vital essentials to Effective Planning and how to ensure success
- Realising the importance of managing time, workloads and people rather than them managing you.
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WHO SHOULD ATTEND?

- Managers, Team Members, Administrative Professionals, Secretaries, Personal Assistants

PROGRAMME OBJECTIVES

By the end of the programme participants will be able to:

- Determine how to improve the way they communicate with others through a variety of mediums
- Understand how they can enhance the process of knowledge transfer by creating an understanding in others but also by bringing around change in action
- Identify how to make the most of the time they have, ensuring tasks are achieved effectively
- Understand how to demonstrate a change in 'mindset' when it comes to having to deal with workloads and other people

TRAINING METHODOLOGY

This programme is highly inter-actional through a variety of experiential learning methods including: discussion, group activities, practice, case studies and review. As well as the required theory, this programme mainly focusses on participants being able to experience and get a sense of what these vital skills will sound, look and feel like.

PROGRAMME SUMMARY

Outstanding communication and planning skills are essential qualities for administrative professionals to enable an organisation to run smoothly. This comprehensive programme elaborates on two key areas: good interpersonal working relationships to get the best out of other people, for example in teamwork, delegation, assertiveness, meetings and supporting presentations, and effective use of time, for example in setting priorities, managing interruptions, planning projects, developing efficient working practices and writing clearly.