



## PROFESSIONAL SKILLS FOR SECRETARIES & ADMINISTRATORS (2 DAYS)

### THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Achieve Personal Effectiveness in Business Environment
Unit Standard ID:	110021
NQF Level:	4
Credit Value:	6

### INTRODUCTION

Office Professionals of the 21<sup>st</sup> Century require knowledge, skills and abilities that are closely aligned to many of those of their managers. They are required to have problem solving abilities and the initiative to think on their feet while juggling many balls all at the same time and without dropping any! The **Professional Skills for Secretaries and Administrators** workshop will strengthen your current skills with a powerful, direct approach to ensure the achieving of personal effectiveness in the business environment.

### REFERENCES

***“Absolutely everything. Loved the course content, found it very interesting and relevant to my job. Got useful tips to do my job better and loved the facilitator.” ~ Carina Tolken (Kentz Pty Ltd)***

***“It has boosted my confidence, became positive and certainly became assertive. Excellent trainer. Well done!” ~ Dee Bridgmohan (P&I Associates)***

***“It was very informative and knowledgeable. I learnt a lot on things I can improve on in my personal life and workplace.” ~ Makhosazane Madwe (Transnet Port Terminals)***

***“The facilitator was friendly, kind, warm. She took interest in each and every person. Gained a lot of knowledge. Very beneficial. She has made a huge difference in helping and making a difference to a person’s life.” ~ Nashitha Hanuman (Janssen)***

***“The trainer was fun and a motivation for me. Training has inspired me to do better at my tasks.” ~ Rosaane Karpathoo (Redefine Properties Limited)***

## WHAT THIS COURSE CAN DO FOR YOU...

- Develop a highly professional image and attitude
- Grow your interpersonal relationships by communicating clearly and concisely
- Understand cultural and communication barriers and how to overcome them
- Manage time to improve efficiency
- Exceed client's needs and expectations
- Help create systems that streamline processes and improve record maintenance and filing
- Arrange all travel arrangements and itineraries
- Ensure that you take ownership of yourself, your job and your future

## TARGET AUDIENCE

This workshop is aimed at all those who are required to be highly efficient and effective in a demanding support staff role where confidentiality and commitment is essential. It is suited to all persons in administration in commercial or non-commercial organisations where they are required to work effectively with others as a member of a team to foster and maintain sound working relationships. The working environment demands the individual to be organised, use thinking skills and communication skills to solve problems in an efficient and effective manner.

## COURSE CONTENT

### Developing a Professional Approach

- First impressions – lasting impressions
- Projecting a positive image and attitude
- Understanding your role and your unique work environment
- Proactive vs. reactive behaviour - attitude and accountability
- Reliability, getting it right the first time
- Consistency and dependability
- Issues of confidentiality

### Effective Business Communication Skills

- Become a professional communicator
- Overcoming barriers to communication
- Establishing and maintaining effective business relationships
- Improving listening skills - understand what you have heard
- Understanding your manager/s and your own personality type
- Managing conflict effectively
- Becoming a successful team player – working together

### **Managing Time for Improved Efficiency**

- Apply the Time Management Matrix - urgency and importance
- Coordinating busy schedules - managing your own and other people's time
- Balancing the demands of more than one manager
- Using and maintaining an effective diary system
- Create a prioritized 'to-do' list according to difficulty and time frame
- Responsiveness, promptness - a sense of urgency
- Meeting deadlines, feedback and follow-up

### **Service Excellence for Internal and External Clients**

- Adopting a professional approach to clients
- The concept of courtesy - building customer relationships
- It's all about people – client needs and expectations
- Measuring client service – setting standards
- Positive and professional telephone language
- Wow! Service – Going the Extra Mile

### **Organising Business Travel Arrangements**

- Organising travel bookings - flights, car hire and accommodation
- Confirming travel arrangements and changing plans if required
- Checklists and travel itineraries
- Processing expense claim documentation after travel
- Filing systems for easy referencing

### **Maintaining Files and Records**

- Organising and establishing efficient systems
- Understanding and utilising effective manual and electronic filing and storage systems
- Document tracking
- Keeping up-to-date with current filing trends

### **Taking Ownership of Yourself, Your Job and Your Future**

- Delegated tasks: taking ownership
- Motivation
- Set personal goals for improvement – Personal Action Plan

### **Personal Accountability & Commitment Plan**

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## **KWELANGA BUSINESS & EXECUTIVE COACHING**

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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