

Administrative Support

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 new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

In the Administrative Support 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. The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Getting Organized, Part One

- Dealing with E-Mail
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the Most of Voice Mail

Module Three: Getting Organized, Part Two

- Keeping Your Workspace Organized
- Using a To-Do Book
- The Extra Mile: Adding Project Management Techniques to Your Toolbox

Module Four: Managing Time

- Managing Your Time
- Keeping Others on Track
- Maintaining Schedules

Module Five: Getting It All Done On Time

- Prioritizing
- The Secret to Staying on Track
- Goal Setting



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Module Six: Special Tasks

- Planning Small Meetings
- Planning Large Meetings
- Organizing Travel

Module Seven: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Eight: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

Module Nine: Empowering Yourself

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

Module Ten: The Team of Two

- Working with Your Manager
- Influencing Skills
- What to Do in Sticky Situations

Module Eleven: Taking Care of Yourself

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations