



Management Skills *for the Administration Assistant*

1 Full Day
9:00am – 4:00pm



Course Details:

Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enquire online.

Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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Last Updated: Jan 2008
ADMIN04

Duration:

1 Full Day

Who should attend:

This workshop designed for those who work in support positions, to help them improve their everyday performance in an office environment. The **day** will help you identify productivity pay-offs and priorities, and build better relationships with those around you and with the person to whom you report. You will learn techniques for time management, and enhance those three critical communication skills: active listening, skillful use of questions, and an awareness of what your body language says about you. You will also have the opportunity to develop some strategies for acting more assertively and managing your stress.

Topics Covered (Can be customized):

- You and your self-esteem
- Planning and prioritising
- Working in a team environment
- Taking control of communication & dealing with criticism and anger
- Time Management
- Setting goals and getting what you want in life
- Understand the importance of and be better able to present a professional presence on the job.
- Improve your ability to organise, plan, prioritize and self-manage
- Improve critical communication skills
- Develop strategies for managing difficult people and situations
- Recognise techniques for being more assertive and managing your stress