

SKILLS FOR THE ADMINISTRATIVE ASSISTANT

Unit Standard	14342
NQF	Level 2
Credits	4
Duration	2 Days
Organisational Development Area	All Administrative Levels

SYNOPSIS

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on job satisfaction is our relationship with others. This two-day workshop will help you maximise your potential as a support person.

You will learn how to improve assertive and communication and understand the use of non-verbal messages and what other may want. This course will teach you to implement self-management by setting specific and attainable goals whilst working in a team. Dealing with difficult people not easy in this role and you will learn how to implement techniques for saying no and carry out techniques to reduce stress.

COURSE OUTLINE

- Personal Best, Professional Best;
- Making a Good Impression;
- Distorted Thinking;
- Steps to Feeling Good;
- Assertiveness;
- Communication;
- Asking and Listening;
- Non-Verbal Messages;
- Getting What Others Want;
- Self-Management;
- Setting Goals;
- Working as a Team;
- Difficult People;
- Saying No;
- Writing;
- De-Stress Options You Can Use Right Now.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Understand the difference between achieving personal and professional best;
- Demonstrate their understanding of making a good first impression;
- Identify situations of distorted thinking;
- Apply steps to feeling good;
- Improve assertive and communication;
- Conduct successful asking and listening;
- Understand the use of non-verbal messages;
- Understand what others may want;
- Implement self-management;
- Set specific and attainable goals;
- Work in a team;
- Understand how to deal with difficult people;
- Implement techniques for saying no;
- Conduct successful business writing;
- Carry out techniques to reduce stress.