



# Skills for the Administrative Assistant

## Course Description

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 our job satisfaction is our relationship with others.

Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This two-day workshop is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.

## Course Objectives

This one-day workshop will help participants learn how to:

- Understand the importance of professional presence on the job.
- Learn how to self-manage to become more effective and efficient.
- Improve your communications skills, including listening, questioning, and being more assertive.
- Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people.

## Course Content

### Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### Personal Best, Professional Best

To begin, participants will discuss what affects a first impression, and how they can improve their first impression.

### Putting Others at Ease

One part of making a good impression is to become so comfortable with who you are that you can forget about you and concentrate on the other person. During this session, participants will explore ways to do this.

### Distorted Thinking

Participants will explore types of distorted thinking through a case study and large group discussion.

### The Steps to Feeling Good

This session will give participants a three-step process to turn negative thinking and emotions around.

### Understanding Assertiveness

Assertiveness is a word we tend to use without really understanding what it means. This session will get participants thinking about what assertiveness is, and what their style is.

### Improving Your Assertiveness Skills

Next, participants will explore how they can become more assertive in difficult situations.

### Communication Skills

In this session, participants will discuss different forms of communication and common barriers to understanding.

### Asking and Listening

During this session, participants will learn about two key elements to verbal communication: asking questions and listening.

### Non-Verbal Messages

Next, participants will learn about various types of non-verbal communication and their possible interpretations.

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### Writing Skills

This session will look at how to improve written communication, including using the four C's, punctuating properly, editing, and proofreading.

### Getting Ahead

Two main components of getting ahead in the workplace are identifying what you want, and helping others to get what they want. This session will look at both of those concepts.

### Self Management

This session will give participants some tools to help them improve themselves, including establishing rituals, time management, organization, and planning.

### Setting Goals

Next, participants will set some goals using the SPIRIT format.

### Working as a Team

Administrative assistants are often a key part of a workplace team. This session will explore some of the benefits and challenges of working as a team.

### Working with Difficult People

This session will give participants two tools to deal with difficult people: blending and redirecting.

### Learning to Say No

Next, participants will learn about some formulas for saying no. They will then have an opportunity to practice these formulas in a role play and case study.

### Dealing with Stress

To conclude the workshop, participants will learn some easy relaxation techniques.

### Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and discuss key points learned.