

SBL CLAIMABLE

EFFECTIVE OFFICE ADMINISTRATION



OVERVIEW

Administrators are vital to the smooth running of any organisation and play a key role in contributing to the performance of their teams and departments. Their effectiveness has a direct influence on the productivity and efficiency of others and often determines the quality of service provided to internal and external customers. This two-day course has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

OBJECTIVES

- Become more proactive and develop skill to make a greater contribution to you team
- Communicate confidently and effectively with your manager, colleagues and other departments
- Deal with the difficulties and pressures of working for more than one person
- Deal effectively and positively when facing difficulties and conflicts

COURSE OUTLINE

- Module 1: What Makes A Successful Administrator?
- Module 2: Supporting Your Manager/Department/Team
- Module 3: Communicating Confidently and Positively
- Module 4: Organisation and Time Management
- Module 5: Writing Clearly and Concisely
- Module 6: Understanding Your Manager's Role

WHO SHOULD ATTEND?

executives, secretaries, administrative officers, managers, and office professionals who want to be more proactive and skilled, in order to manage responsibilities more effectively and to develop towards managerial capability.



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