



Workshop for Administrative Assistants and Office Professionals

Duration: Two-day Workshop

Skilled, empowered administrative assistants and support staff are critical to a successful management team. What is it that makes them so valuable to their organizations? Quite simply, they see their work as more than just “a job” and are motivated to learn the necessary techniques for getting the most out of each day. Confident, successful employees reflect positively on the organization and the managers they assist.

Objectives:

- Discover proven techniques for becoming more productive and effective in their organization.
- Learn how to handle the pressure of multiple deadlines.
- Fine-tune your interpersonal skills.
- Flex your behaviour style to better match your organization’s culture.
- Manage the conversation with an assertive, “action oriented” approach.

Workshop Topics:

- Determine personal time management strengths and weaknesses.
- Identify and control time wasters.
- Learn how to prioritize multiple tasks.
- Conquer procrastination once and for all.
- Learn how to delegate effectively.
- If you have to decline a customer’s request or deliver bad news, learn how to say it assertively and with diplomacy.
- Discover how to succeed in a changing environment.
- Create and maintain a positive, professional attitude.
- Utilize a self-assessment tool that results in a better understanding of your behaviours and helps in identifying and minimizing potential conflicts with others.
- Look how internal and external clients react differently to the same situation and how to negotiate a win-win.
- Success tips for handling difficult people.
- Fine tuning your interpersonal skills such as listening, questioning and e-mail writing.
- Uncover your causes of stress using the StressMap assessment.
- Learn how to maintain work/home balance.
- Identify burnout and rust out signals.
- Discover practical tips for managing stress, both on and off the job.