

Why attend?

Today's Office Professionals are required to add great support to their teams and managers. They are required to do so with an air of grace, professionalism, and friendliness and with confidence. This course will equip office professionals with skills they need to make their job easier and more fulfilling.

How long is this course?

2 Days

Who should attend?

- Secretaries/PA's
- Front Line Staff
- All administrators

What will be covered?

- ◆ The role of the Professional Office Assistant
- ◆ Creating a positive first impression
- ◆ Emotional Intelligence
- ◆ Assertiveness
- ◆ Effective Time Management
- ◆ Communication Skills

Accreditation Courses

This course is an interactive two day workshop which includes group discussions and practical activities to ensure a clear understanding of each topic that is covered. All exercises are geared to encourage participation throughout the duration of the course. Learners are supplied with course material, formative and summative material, refreshments, and lunch. Certificates are issued after completion and feedback is provided to the organisation.