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Administrative Proficientness for Administrators and Secretaries

Tools for Competency Development

Introduction

The goal of this Course N Carry Administrative Excellence for Secretaries and Administrators training programme is to help participants enhance their current competencies into superior ones by providing them with a better understanding of the "people skills" and "individual skills" that are essential in a business setting.

This training session for Course N Carry focuses on:

- The "HOW?" is using essential behaviours and abilities to build personal competences.
- The "WHAT?" is acquiring the task competences required for process delivery to be effective.
- Enhancing your current level of expertise and competence.
- Providing you with enhanced insight into how you and your coworkers might collaborate more successfully in any workplace setting.
- creating a follow-up action plan that will enable you to use your newly acquired abilities at work

Objectives

Participants in this exclusive 10-day Course N Carry training programme will be able to:

- Determine, cultivate, and enhance the essential skills required for exceptional performance.
- Boost your capacity for original thought, problem solving, and judgement.
- Boost your ability to read and take excellent notes.
- Recognise and use basic memory systems.
- Be more adept in interpreting behavioural and personality traits in order to influence others to their liking.
- Create a strategy and plan for personal growth.

Training Methodology

In the Course N Carry Administrative Excellence for Secretaries and Administrators training programme, formal lectures are combined with individual and group exercises, case studies, work inventories, psychological testing, and role-plays. Another essential

component is having intergroup conversations to exchange professional experiences. Throughout this Course N Carry training course, skills are presented and then reviewed on a regular basis. Skills and performance are strengthened and embedded as a result.

Delegates may also speak one-on-one with the highly qualified teachers about any concerns or difficulties they may have.

Organizational impacts

Delegates to organisations should anticipate:

- Gain a deeper understanding of the abilities and proficiencies needed for both present and future career situations.
- Develop capabilities that will help you reach your personal and professional goals.
- Gain a deeper understanding of the needs, viewpoints, and goals of others as well as how they might support one another's accomplishments.
- Greater understanding of their own advantages and disadvantages and a strategy to grow in these areas (particularly in the areas of teamwork, interpersonal communication, and first-rate customer service).
- Possess increased self-assurance, the capacity to think independently, and the capacity to create plans of action
- Be more adept at handling and adjusting to pressure, conflicts, and expectations at work

Personal Imapct

Participation in this advanced Course N Carry training programme will lead to:

- An improved collection of useful abilities for the workplace
- An improved comprehension of one's own personality and that of others
- Enhanced confidence and self-belief
- Knowledge of how others accomplish their goals and the value of networking.
- Practical advice on how to perform better in their supporting position
- Exposure to a variety of tried-and-true strategies that may be adapted and changed to fit people and their particular organisations.

Who should attend?

- Anyone overseeing office operations in a supervisory capacity
- Secretaries and Administrative Support Staff must perform at a higher level in their workplace.
- Upper-level Personal Assistants
- Upper-Level Secretaries

Course Outline

Day 1

Boost Your Productivity at Work: Enhanced Note-Taking and Reading Skills

- Your Cognitive Abilities
- 'Successful' Reading: A Guide
- How Developing Your Note-Taking Ability Can Advance Your Career
- Using Mind Mapping as a Planning, Note-Taking, Thought, and Memory Aid
- Software for Mind Mapping

Day 2

Memory Magic: How to Remember Things?

- Your Memory Potential (How good is your memory?)
- Memory Systems Explained (The Power of Stories and Imagination)
- Remembering Names
- Memory at Work
- Remember What You Read (Strategies for Fast, Effective Reading)

Day 3

Enhancing Collaboration with Peers

- Obstacles to successful communication
- Effective Approaches for Enhancing Communication with Challenging Individuals
- The Significance of Nonverbal Communication: The Impact of Body Language
- The Risks and Benefits of Giving and Receiving Feedback
- Effective Communication: Mastering the Art of Expressing Your Thoughts at the Right Time

Day 4

Effective Time Management Strategies for Achieving Results

- Recognising and Managing Time-wasting Activities
- Managing Interruptions (Strategies for safeguarding your valuable work time)
- What are the tasks you need to do in order to achieve your goals?
- Prioritisation (Determining the most important task to be done first)
- Optimise Efficiency in Presentation Planning

Day 5

Applying Fundamental Abilities in the Workplace

- Creating a Presentation
- Collaborative Thinking and Teamwork
- The process of learning and the steps we must take to prevent forgetting.
- Strategies for Managing Excessive Amounts of Information in the Workplace