



Skills for the Administrative Assistant

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 job satisfaction is our relationship with others. This course will help you maximize your potential as a support person.*

Session One: Course Overview

Session Two: Personal Best, Professional Best

- The Importance of Appearance
- First Impressions Count!

Session Three: Putting Others at Ease

Session Four: Distorted Thinking

- Case Study- Angelique's Thinking
- Distorted Thinking

Session Five: The Steps to Feeling Good

Session Six: Understanding Assertiveness

- What is Assertiveness?
- Group Evaluation

Session Seven: Improving Your Assertiveness Skills

- Dealing with Tough Issues
- Pairs Exercise

Session Eight: Communication Skills

- Defining Communication
- Tear Off

Session Nine: Asking and Listening

- Asking Questions
- Ask Me Anything!
- Active Listening

Session Ten: Non-Verbal Messages

Session Eleven: Writing Skills

- The Four C's
- Punctuation Pointers
- Letters and Memos

Session Twelve: Getting Ahead

- What Employees Want
- What Others Want

Session Thirteen: Self-Management

- Self-Management
- Group Discussion
- Time Management Tips
- Where Do You Stand?
- Organizing Your Workspace
- Being Proactive

Session Fourteen: Setting Goals

- Hit or Miss
- Setting Goals with SPIRIT
- A Personal Action Plan

Session Fifteen: Working as a Team

- Vegetable Head
- Brainstorming
- The Team Machine, Part One
- The Team Machine, Part Two
- Skit Presentation

Session Sixteen: Working with Difficult People



- Expressing Your No
- Role Play
- Case Studies

Session Eighteen: Dealing with Stress

- Workshop Wrap-Up