



Staff Training & Upskilling

2 Day Workshop

Skills for the Admin Assistant

Who should attend?

This workshop is aimed at people who work in support positions and is designed to improve performance in an office environment. The two days will help you to improve your communications skills, make a good first impression, and develop personal management skills. It will help to ensure that your work is rewarding, fulfilling and that you are able to interact comfortably and professionally with your colleagues, managers and subordinates.

How will you benefit?

- Understand the importance of professional presence on the job
- Learn how to self-manage to become more effective and efficient
- Improve your communications skills, including listening, questioning, and being more assertive
- Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people

What will you cover?

- Personal Best, Professional Best
- Putting Others at Ease
- Distorted Thinking
- The Steps to Feeling Good
- Assertiveness
- Communication Skills
- Asking and Listening
- Non-Verbal Messages
- Writing Skills
- Getting Ahead
- Self-Management
- Setting Goals
- Working as a Team
- Working With Difficult People
- Learning to Say No
- De-Stress Options

What is included?

All courses are given by expert facilitators in small interactive classes. The manual and course materials are specific to the course and you will receive a personalised certificate on completion.

How to book?

Email your training requirements to : training@infusion.co.za