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Enhancement of Core Skills for Office Administrators and Secretaries

Course Overview:

The role of Administrators and Secretaries requires many of the same skills as senior staff in an organization. They are the persons in charge of the organization's correspondence and are very often the first point of contact for visitors. Therefore, they must display a highly professional image at all times. This training course provides Administrators and Secretaries with the skills to perfect their interpersonal and behavioural skills, to ensure they stay in control and on top of their responsibilities. Participants.

Course Objectives:

At the end of this course, the participants will be able to:

- Improve their effectiveness at work
- Take them to the next stage inefficient reading and note-making techniques
- Update their thinking about managing time and planning for results
- Build their confidence in their ability to remember things
- Help them improve interpersonal communication and team working skills

Course Coverage:

Topic 1: Improve Your Effectiveness at Work: Better Reading and Note-Making:

- Your Brain Skills
- How to be a 'Successful' Reader
- How Mastering Note-making Skills Can Help Your Career
- Mind mapping is a Note-making, Planning, Thinking and Memory Tool
- Mind-mapping software

Topic 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)

Topic 3: Better Working with Other People:

- Barriers to Effective Communications
- Strategies for Improving Communications with “Difficult” People
- The Powerful Influence of ‘Body Language’: Speaking without Words
- Giving and Receiving Feedback: The Risks and the Benefits
- Getting Your Point Across: Know What to Say and When to Say It

Topic 4: Results-oriented Time Management Strategies:

- Identifying and Dealing with Time-wasters
- Handling Interruptions (How to protect your productive time?)
- Planning (What you have to do?)
- Prioritization (What you must do first?)
- Save Time When Planning a Presentation

Topic 5: Using Core Skills at Work:

- Making a Presentation
- Thinking and Working in Teams
- How We Learn – and What We Need To Do to Avoid Forgetting
- Tips for Handling Information Overload at Work

Targeted Groups:

- Anyone wanting to raise personal efficiency levels and improve the effectiveness
- People who want to succeed in an office environment
- All staff working in groups and project teams
- Anyone wanting ideas for handling information overload in daily life