



# Management Skills for the Administrative Assistant

This is a two-day workshop designed for those who work in support positions, to help them improve their everyday performance in an office environment. The two days will help you identify productivity pay-offs and priorities, and build better relationships with those around you and with the person to whom you report.

You will learn techniques for time management, and enhance those three critical communication skills: active listening, skillful use of questions, and an awareness of what your body language says about you. You will also have the opportunity to develop some strategies for acting more assertively and managing your stress.

## How You will Benefit:

- Understand the importance of and be better able to present a professional presence on the job.
- Improve your ability to organize, plan, prioritize and self-manage
- Improve critical communication skills such as listening, asking questions and being aware of body language
- Develop strategies for managing difficult people and situations
- Recognize techniques for being more assertive and managing your stress

## What You Will Cover:

- ▶ You and your self-esteem
- ▶ Planning and prioritizing
- ▶ Working in a team environment
- ▶ Taking control of communication
- ▶ Dealing with criticism and anger
- ▶ Time management
- ▶ Setting goals and getting what you want in life

## What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. FEES: \$2,000.00 onsite up to 12 people.  
\$300.00 per person offsite, plus applicable taxes. \*Prices  
and dates are subject to change.

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