

# Professional Office Assistant

## Who should attend?

Staff who wish to enhance their existing techniques as well as develop new skills. This workshop will address attitude in the workplace, motivate staff and instill confidence in their professional abilities. Achieve excellence and enhance the impression your customer has of your organisation.

## How long is the course?

1 Day

## Outcomes will include:

Applying techniques to improve confidence through correct assertive behaviour.  
Recognising the power of good communication skills in all aspects of business.  
Identifying and responding to emotions in self and colleagues.  
Understanding the difference between urgent and important tasks.

### Lesson 1: **From secretary to executive personal assistant**

Roles and responsibilities  
Qualities of a successful pa  
Managing your time

### Lesson 2: **Emotional intelligence**

Self-recognition and regulation  
Social recognition and regulation  
Managing conflict  
Recognising conflict  
Responding to conflict  
Resolving conflict  
Assertiveness

### Lesson 3: **Communication**

Communication methods  
Delivering excellent customer service on the telephone  
Telephone etiquette  
Projecting a positive image using your voice  
Written communication  
E-mail etiquette  
Meeting-related communication  
Meetings  
Creating a positive first impression

### Lesson 4: **Taking care of yourself**

Your vision  
Developing your network  
Taking care of your health  
Managing stress

