

EFFECTIVE OFFICE ADMINISTRATION

AVAILABLE FOR OFFLINE & ONLINE

Administration
and Customer
Service
Series

OVERVIEW

Administrators are vital to the smooth running of any organisation and play a key role in contributing to the performance of their teams and departments. Their effectiveness has a direct influence on the productivity and efficiency of others and often determines the quality of service provided to internal and external customers. This two-day course has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

WHO SHOULD ATTEND?

- ✓ This two day course is designed for executives, secretaries, administrative officers, managers, and office professionals who want to be more proactive and skilled,
- ✓ in order to manage responsibilities more effectively and to develop towards managerial capability.

OBJECTIVE

Become more proactive and develop skills to make a greater contribution to your team.

Communicate confidently and effectively with your manager, colleagues, and other departments.

Handle the challenges and pressures of working for more than one person.

Deal effectively and positively with difficulties and conflicts.

Take control through improved planning, and organize and manage your time more effectively based on priorities.

Explore ways to broaden the scope of your role and achieve greater job fulfillment.