Advanced Skills for Administration Officers

The Office Whisperer

presents

Advanced Skills for Administration Officers

Administration Officers are a key resource in any organisation or business.

This workshop will give new administrators tools that will help them become an integral team member, while experienced administrators will learn new tools that will make them more efficient and valuable than ever.

In the Advanced skills for Administration Officers workshop, participants will learn the core skills that will help them use their resources efficiently, manage their time wisely, communicate effectively, and collaborate with others skilfully.
The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviours in a short amount of time.

Workshop Objectives

- Understand and utilise professional email and letter writing etiquette
- Organise your physical and virtual workspaces for maximum efficiency
- Develop proficient time management skills - plan and prioritise to “get it all done”
- Complete special tasks such as plan small and large meetings
- Utilise basic Project Management techniques for task, projects or events (small or large)
- Learn to communicate with power and confidence
- Discover the 5 B’s to being more assertive
- Empower yourself through building consensus, resolving conflicts and informed decision making
- Enhance your collaboration skills in a team environment
- Create positive, integral relationships

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