



**Competence  
Development for  
Secretaries &  
Administrators**

# Course Description:

- This course is designed to give the candidates a better understanding of the 'people skills' which are needed in a business environment, and which can help them develop their existing competencies into superior skills.



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## The Training Course will highlight:

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- It will focus on:
- The 'HOW!' – using critical skills and behavior to develop personal competencies.
- The 'WHAT!' – developing task competencies needed to achieve successful process delivery.
- Building on your existing personal knowledge and skills-set
- Giving you a better understanding of how you and your colleagues might work together more effectively in any office environment.
- The production of a follow-up action plan which can help you implement new skills back at work.

# Course Objective:

## **At the end of this seminar participants will:**

- Identify, develop and improve key competencies necessary for superior performance.
- Improve creative thinking, problem solving and decision-making skills.
- Develop reading skills and note-making effectiveness.
- Learn to use and apply simple memory systems.
- Be better able to understand personality and behavioral characteristics in order to achieve what they want from other people.
- Develop a plan and approach for self-development.

# WHO Should attend?

- Administrative personnel, Supervisors, Administration Officers, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Administrators & Managers, HR Officers, PA's & Secretaries, Records Officers, Events Planners & Designers, Event Managers, Project Coordinators,

# Course outline

## Personal Effectiveness

- Your brain skills: the brains behind a business
- Thinking about reading (and identifying your current skills)
- How to be a 'successful' reader
- Reading strategies: the theory
- Thinking about note-making
- How to make notes quickly and effectively using mind mapping
- Practice using mind mapping
- Reading at work
- Combining fast reading and mind mapping skills to increase effectiveness
- Memory magic? Introduction to memory systems
- Memory linking
- Memory journeys
- Remembering names and numbers
- Memory at work

# Course outline

## **Effective Inter-Personal Communications**

- Barriers – and their solutions
- Body Language/building rapport
- Keys to relationships
- Self-image and self esteem
- Getting your point across know what to say and when to say it
- Managing feelings; managing other people
- Listening and questioning

## **Time Management, Planning & Problem Solving**

- Results-orientated time management
- Outcome planning for better results
- Can anyone be creative?
- Practical approaches to problem solving
- Prioritization and planning periods
- Getting things done
- Identifying and dealing with time-wasters

# Course outline

## **Your Personal Skills Set: Putting It All Together**

- Your role and job in the context of any organization
- Using core skills in the real world
- Thinking and working in groups
- Better meetings
- How to change habits of a lifetime

## **Setting the Scene, Assessing Existing Skills, Time Management**

- General introduction
- Assessing prior skills and knowledge
- Competencies required
- Perceptions, attitudes and beliefs