Communication and Planning Skills for Administrative Professionals

Duration: 5 Days

Language: en

Course Code: MG1-103

Objective

:Upon completion of this course, participants will be able to

- Review how to develop their communication, interpersonal and planning skills and their appreciation of the principles involved
- Determine how to improve their communication with others through a variety of mediums
- Identify how to make the most of their time, ensuring tasks are achieved effectively
- Understand how to deal with workloads and other people by demonstrating a change in ''mindset

Audience

:This course is ideal for

- Executive assistants and personal assistants
- Office administrators and coordinators
- Administrative and clerical support staff
- Team secretaries and office managers
- Anyone seeking to improve their planning and communication skills in an administrative

role

Training Methodology

This Communication and Planning Skills for Administrative Professionals training course is a highly interactive and practical programme through a variety of learning methods, including:

- Face-to-face communication (one-to-one and in small groups)
- Meetings and supporting presentations
- Written communications (including writing e-mails, letters, reports and instructions).
- Case studies and group discussions

Summary

In today's fast-paced professional environment, administrative professionals play a vital role in ensuring smooth communication and effective planning within organizations. This course is designed to enhance participants' interpersonal communication, organizational, and planning skills to perform more efficiently and confidently in their administrative roles. Through practical tools and real-world examples, participants will learn how to handle workplace communication, manage multiple tasks, prioritize responsibilities, and support their teams more strategically.

Course Content & Outline

Section 1: Managing Business Communication

- Business communication, barriers and pitfalls
- Managing emails and letters
- Writing professional agenda and minutes
- Writing guidelines and instructions

Section 2: Writing an Effective Report

- Mind mapping and brainstorming
- Relevance, layout and structure
- Grammar & punctuation
- Editing and proofreading
- Tables, diagrams, figures and graphs

Section 3: Team-Working and Meetings

- How to run an effective meeting
  - Planning and preparation
  - Participation and control
  - Follow-up and meeting notes
- Improving teamwork
  - Team development
  - Constructive discussions
  - Getting agreement
  - Challenging ideas

Section 4: Presentation Skills

- Structuring effective presentation
- Designing slides and using visuals and graphics effectively
- Equipment and room setup
- Body language
- Making a case
- Critical thinking

Section 5: Face-to-Face Communication and Interpersonal Skills

- Principles of the communication process
- How to overcome barriers to communication
- Interpersonal skills and how to enhance face-to-face communication
- Develop assertive communication

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Administration & Secretarial, Customer Service & Public Relations (PR), Media and Marketing

Tags

Communication, Planning, Planning Skills, Communication skills, Administrative Professionals

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YouTube Video

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