



Administrative Support Skills Workshop

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage their time wisely, communicate effectively, and collaborate with others skillfully. 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 behaviors in a short amount of time.

Workshop Objectives:

- Getting Organized
- Manage their time more effectively
- Prioritize their time so they can get it all done.
- Complete Special Tasks
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Empowering Yourself
- Deal better with their managers
- Taking Care of Yourself is a priority



For more information or to reserve your spot in this workshop, please contact:

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CLASS CONTENT

Module One: Getting Started

Workshop Objectives

Module Two: Getting Organized (I)

Dealing with Email

Managing Electronic Files

Keeping Track of the Paper Trail

Making the Most of Voice Mail

Module Three: Getting Organized (II)

Keeping Your Workspace Organized

Using a To-Do Book

The Extra Mile: Adding Project Management Techniques to Your Toolbox

Module Four: Managing Time

Managing Your Time

Keeping Others on Track

Maintaining Schedules

Module Five: Getting It All Done On Time

Prioritizing

The Secret to Staying on Track

Goal Setting

Module Six: Special Tasks

Planning Small Meetings

Planning Large Meetings

Organizing Travel

Module Seven: Verbal Communication Skills

Listening and Hearing: They Aren't the Same

Asking Questions

Communicating with Power

Module Eight: Non-Verbal Communication Skills

Body Language

The Signals You Send to Others

It's Not What You Say, It's How You Say It

Module Nine: Empowering Yourself

Being Assertive

Resolving Conflict

Building Consensus

Making Decisions

Module Ten: The Team of Two

Working with Your Manager

Influencing Skills

What to Do in Sticky Situations

Module Eleven: Taking Care of Yourself

Ergonomics

Stress Management

Dealing with a Heavy Workload

Module Twelve: Wrapping Up

Words from the Wise