



Administration & Secretarial Skills (2 days)

Aim: Learn tricks and Trade of Administration

Introduction:

In today's ever widening web of management and secretarial complexities it is vital to have hands on knowledge about them.

Workshop Aims:

The main Objectives of this training program can be set out as follows:

- Improve their communication internal and external customers
- Manage demanding situations more effectively
- Manage their time more efficiently
- Present a more professional image of the company

Workshop Content

The Professional Skills : -

- *Technical, Human, Administrative*

Communication with : -

- *Your Manager, colleagues, subordinates, clients*
- *Effective communication techniques*
- *Active listening*
- *Understanding body language and listening for tone of voice*
- *Using the appropriate language*

Assertive behavior : -

- *Using positive language*
- *Coping with aggression & submission*

Customer Service : -

- *Representing your manager and your company*
- *Internal customer service*
- *External customer service*
- *Identifying needs*
- *Exceeding expectations*
- *Handling Complaints*

Telephone Skills : -

- *Presenting a positive image*
- *Screening calls*
- *Handling difficult callers*

All courses from AVTC Training Portfolio may be adapted to your needs and delivered to your offices!

Benefits:

- *Ideal for groups of 10 or more*
- *Reduces training expenses by more than half*
- *Customized — tangible and concrete approach to problem solving for business results.*
- *Stimulates synergies among groups for developing best practices to generate results and cultural changes.*
- *Encourages open discussions: Issues are raised openly and solutions are uncovered for business results.*

Managing time :-

- *Prioritizing your work*
- *Understanding your manager's priorities*

Screening Visitors :-

- *Screening techniques*
- *Being Friendly & firm*
- *Health, safety and security at work*
- *Ensuring confidentiality*
- *Making your workplace safe*
- *Healthy habits for work*

Correspondence :-

- *Writing effective letters, emails & memos*

Organizing and Recording Meetings.

Representing the Company:-

- *Public relations skills*
- *Making brief presentations*

How You Will Benefit

- This seminar provides interpretation of the new standard
- It could be tailored to a particular needs of your organization
- This course is unique and never been delivered by any private organization in the region.
- The course is available in English and Arabic Languages for ease of understanding.

Designed for

