Kwelanga | TRAINING
engage | inspire | elevate

COURSE OVERVIEW

Professional Skills For Secretaries & Administrators

[2 Days]

COURSE CONTENT

Developing a Professional Approach
- First impressions – lasting impressions
- Projecting a positive image and attitude
- Understanding your role and your unique work environment
- Proactive vs. reactive behaviour - attitude and accountability
- Reliability, getting it right the first time
- Consistency and dependability
- Issues of confidentiality

Effective Business Communication Skills
- Become a professional communicator
- Overcoming barriers to communication
- Establishing and maintaining effective business relationships
- Improving listening skills - understand what you have heard
- Understanding your manager/s and your own personality type
- Managing conflict effectively
- Becoming a successful team player – working together

Managing Time for Improved Efficiency
- Apply the Time Management Matrix - urgency and importance
- Coordinating busy schedules - managing your own and other people's time
- Balancing the demands of more than one manager
- Using and maintaining an effective diary system
- Create a prioritised 'to-do' list according to difficulty and time frame
- Responsiveness, promptness - a sense of urgency
- Meeting deadlines, feedback and follow-up

Service Excellence for Internal and External Clients
- Adopting a professional approach to clients
- The concept of courtesy - building customer relationships
- It's all about people - client needs and expectations
- Measuring client service - setting standards
- Positive and professional telephone language
- Wow! Service - going the extra mile

Organising Business Travel Arrangements
- Organising travel bookings - flights, car hire and accommodation
- Confirming travel arrangements and changing plans if required
- Checklists and travel itineraries
- Processing expense claim documentation after travel
- Filing systems for easy referencing

Maintaining Files and Records
- Organising and establishing efficient systems
- Understanding and utilising effective manual and electronic filing and storage systems
- Document tracking
- Keeping up-to-date with current filing trends

Taking Ownership of Yourself, Your Job and Your Future
- Delegated tasks: taking ownership
- Motivation
- Set personal goals for improvement – personal action plan

INTRODUCTION

Office Professionals of the 21st Century require knowledge, skills and abilities that are closely aligned to many of those of their managers. They are required to have problem solving abilities and the initiative to think on their feet while juggling many balls all at the same time and without dropping any! This workshop will strengthen current skills with a powerful, direct approach to ensure achieving personal effectiveness in the business environment.

TARGET AUDIENCE

This workshop is for individuals in demanding support roles where efficiency, confidentiality, and commitment are key. It suits administrative staff in both commercial and non-commercial organisations, emphasising teamwork, problem-solving, organisation and effective communication.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass

TRAINING METHODOLOGY

Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly **interactive, facilitator-led** sessions.

VALUE ADDED SERVICES

Personal Elevation Plan
Contact The Coach

info@kwelangatraining.co.za
www.kwelangatraining.co.za
+27 11 704 0720/4

First Floor, Process House, Epsom Downs Office Park,
13 Sloane Street, Bryanston, Sandton, 2060