

# THE IN-HOUSE TRAINING COMPANY

## Professional administrator

### Overview

Today's administrative professional needs flexibility and a broad portfolio of skills including self-motivation, assertiveness, and the ability to deal with difficult people. You will benefit from this course if you are an administrator, medical/legal secretary or PA, who wants to enhance your administrative support skills, as well as evaluating your existing techniques.

This highly participative workshop is for all those who want to:

- Be reliable and conscientious
- Meet job criteria, set standards and deadlines
- Deliver a consistent and efficient service
- Prioritise effectively to meet deadlines
- Deal with interruptions
- Understand and use assertiveness techniques
- Be confident asking for feedback
- Work effectively as a team member
- Identify strengths and development areas

### Learning objectives

This course will help you identify:

- your areas of strength and your areas for improvement in the work environment
- ways to accept new challenges and responsibilities with confidence
- what motivates you at work
- techniques to improve your planning and time management
- ways of improving your influencing and assertiveness skills
- your preferred working style (and relate it to your interaction with others)
- ways of using your initiative
- how to deal with challenging people, using recognised communication methods

The course will help you develop a flexible set of skills that will allow you to succeed at work, no matter what the day throws at you.

It will help you communicate effectively with a diverse range of colleagues and others with tact and diplomacy.

And, finally, it will help you provide the administrative support that is essential for the smooth running of your area and of the organisation as a whole.

### **Who should attend?**

This programme has been designed for administrators, medical / legal secretaries and PAs.

### **Course format**

Participants in this highly practical one-day workshop are encouraged to take a pro-active approach, in small team discussions, case studies and practical exercises.

### **Expert trainer**

**Jessica** is an experienced leadership and management development and personal effectiveness skills trainer, with a particular specialism in performance management. A dynamic, versatile, motivated and professional individual with a flair and passion for learning and development, she has an infectious, energetic and inspirational style and is fully committed to enthusing change and commitment in those with whom she works.

She began her career as a Senior Consultant with recruitment consultants Anders Elite, where she was responsible for the establishment and development of a new division. After three years there, she moved to become an account manager and trainer with Wealth Management Software, allowing her to become more directly involved in both recruitment (working closely with client senior management) and training.

In 2005 she became an independent trainer and since then has worked for organisations such as the NHS, ING, Interglobal Insurance, Soho House, Three Pillars Hotels, Giraffe Restaurants, Renew Medica, Hays Resource Management, ABN AMRO, Saunders Partnership (architects), JD Wetherspoon and many others. More recently, Jessica managed a team of 6 internal and 20 associate trainers and delivered training to clients such as The Crown Estate, The Royal Household, The Care Quality Commission, Sonali Bank, Sony Entertainment, The Bank of Tokyo, Mitsubishi, Lansdowne Club, NHS, Royal Holloway, University of London, UCL, Costa, EDF Energy, Canary Wharf and HEFA.

Jessica has successfully designed and delivered training courses at all levels, from board-room to front-line supervisors, on such subjects as:

- Assertiveness skills
- Competency-based interviewing
- Complaint handling
- Conflict resolution
- Coping with pressure at work
- Customer service
- Delegation
- Effective communication

- Effective meetings
- Interviewing techniques
- Leadership
- Management skills
- Maximising team performance
- Mentoring skills
- Motivation
- Problem solving
- Recruitment and retention
- Sales skills
- Team leading
- Telephone techniques
- Time management

## Workshop outline

### 1 Introduction

- Overview
- Introductions
- Individual objectives

### 2 What exactly is your role?

- Before looking at new skills and techniques, where are you now? Do you have the skills, knowledge and attitude required to be an exceptional administrator?
- Understand your job criteria
- Identifying your strengths and areas for development
- *Activity – skills analysis*
- *Activity – action plan*

### 3 Building trust

- How can you build trust?
- Understanding the links between reliability, consistency and trust
- What is required to deliver efficient service?
- *Activity: efficient service requirements of the professional administrator*

### 4 Working styles

- Identifying your working style preference
- Understanding the importance of a flexible approach
- Identifying areas of improvement to become a more effective team member
- *Activity: Questionnaire (completing, scoring and charting)*

- *Activity: drawbacks of my style*
- Developing your working style

## 5 Assertiveness

- Understand the differences between behaviours
- *Activity: Definition and characteristics of assertive / aggressive / passive behaviour*
- *Activity: Identifying different behaviours*
- Understanding how to be more assertive
- How to use assertiveness techniques
- How to ask for feedback
- *Activity: Making requests assertively*
- *Activity: Refusing requests assertively*

## 6 Time management

- The importance of planning for success
- The importance of managing interruptions
- The importance of having clear purpose
- Time management best practices
- *Activity: How do you plan your time? What prevents you improving your time management? How will you recognise success?*

## 7 Prioritisation

- How to prioritise work to meet deadlines
- The prioritisation matrix
- *Activity: Post it!*

## 8 Dealing with interruptions

- The impact interruptions have on productivity
- How to manage interruptions
- *Activity: What interruptions do you experience?*
- What tactics can be employed to reduce these interruptions?

## 9 Close

- Open forum
- Summary
- Action planning

**Any questions?**

Please just give us a call on **01582 463463 – we're here to help!**  
Or visit [www.theinhousetrainingcompany.com](http://www.theinhousetrainingcompany.com)