
Administrative Support

Effective administrative skills are essential in today's work environment. Being organized, punctual and effective in your communication skills, both written and verbal are crucial to achieve your goals in any endeavor you pursue. Good administrative skills reduce the risk of "things falling through the cracks". Great administrative skills create exponential results that spot potential problems, overcome obstacles and leverage resources effectively.

Modules

- Getting Organized
- Manage and Prioritize time more effectively
- Complete Special Tasks
 - Plan Meetings and Organizing Travel
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Empowering Yourself
 - Being Assertive
 - Resolving Conflict
 - Building Consensus
 - Making Decisions
- Dealing with the Managers
- Taking Care of Yourself is a priority
 - Ergonomics
 - Stress Management
 - Dealing with a Heavy Workload

Learning Outcomes

The Administrative Support Workshop enables the participants to learn the core skills that will help them to use the existing resources efficiently, manage time wisely, communicate effectively and collaborate with others skillfully.



IBBM Enterprise Centre
Vanama Crescent, P.O.Box 1721,
Port Moresby, NCD
Phone: (675) 321 5018
Fax: (675) 321 5017
Email: customerservice@ibbm.com.pg



2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Activities
- Words from the Wise
- Review of Parking Lot
- Lessons Learned