



# Institute for Capacity Development (ICD)

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## Skills for the Administrative Assistant

### Course Objectives

On completion on the course participants should be able to:

- Demonstrate effective interpersonal skills, problem solving, supervisory skills and work habits that contribute to the realisation of organisational objectives.
- Learn how to self-manage and become more effective and efficient.
- Improve communications skills, including listening, questioning, and being more assertive.
- Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people.
- Organize meetings and document proceedings and write effective reports
- Develop a professional writing process both to produce high-quality documents and to diagnose problems in documents.
- Determine how to choose the most appropriate medium or combination of media to accomplish the goals of documentation.

### Target Groups

- Admin staff
- Heads of departments
- Officers
- Senior Officers
- Middle and lower level Managers
- Information and Publicity Officers
- Administrative Assistants

### Course Outline

- Secretarial & Administrative Roles
- Setting Goals
- Professional image projections
- Personal Best, Professional Best
- Organizing, Delegating and Motivating
- Problem solving
- Working as a Team
- Putting Others at Ease
- Working with Difficult People
- The Steps to Feeling Good
- Preparing a documentation plan
- Designing and Producing Documents and Presentations
- Effective Meetings

- Understanding Assertiveness
- Communication Skills
- Asking and Listening
- Non-Verbal Messages
- Self Management
- Learning to Say No
- Dealing with Stress
- Writing Skills
- Elements of reporting
- Implications and use of reports
- Progress Reports
- Action planning

Dates: 12<sup>th</sup> – 16<sup>th</sup> June 2017

Duration: 1 Week

Course Costs: US\$2550

Venue: Pretoria, RSA