



Administrative Support

*"Always be nice to secretaries. They are the real gatekeepers in the world."
Anthony J. D'Angelo*

Overview

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This course will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

Who this course is for

This course is intended for anyone who is interested to start a career of becoming an administrative assistant.

Course outline

- Topic 1: Getting Organised, Part One
- Topic 2: Getting Organised, Part Two
- Topic 3: Managing Time
- Topic 4: Getting It All Done On Time
- Topic 5: Special Tasks
- Topic 6: Verbal Communication Skills
- Topic 7: Non-Verbal Communication Skills
- Topic 8: Empowering Yourself
- Topic 9: The Team of Two
- Topic 10: Taking Care of Yourself

By the end of this course, learners should be able to:

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√ Course Level	Short Course
√ Course Hours	8 hours
√ Course Standard Price	£85

Applies towards the following certificate(s) and award(s)

- Professional Secretariat Skills Diploma

