

# Administrative Support

The Soft Skills Gap Do You Have One?

*"Always be nice to secretaries. They are the real gatekeepers in the world."*

*Anthony J. D'Angelo*

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

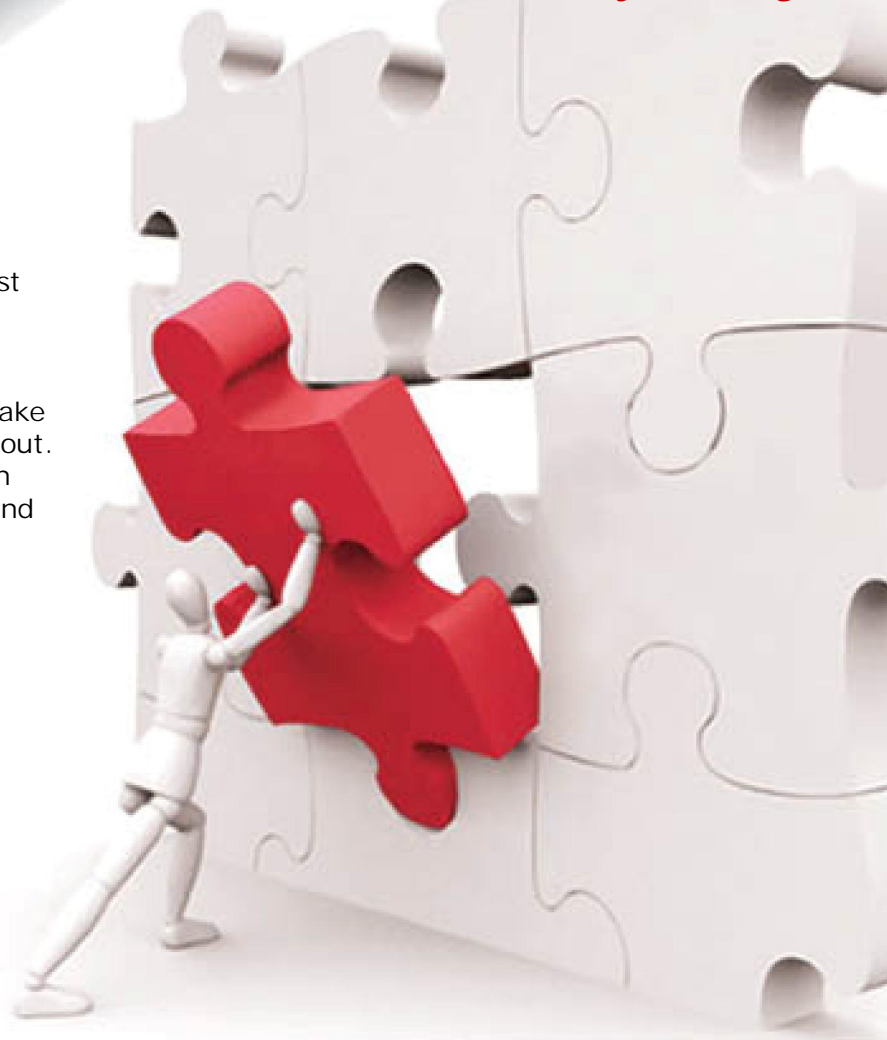
This course is intended for anyone who is interested to start a career of becoming an administrative assistant.

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

- Getting Organized
- Manage their time more effectively
- Prioritize their time so they can get it all done.
- Complete special tasks
- Use verbal and non-verbal communication skills
- Empowering themselves
- Deal better with their managers
- Taking care of themselves is a priority

## Course outline

- Topic 1: Getting Organized, Part One
- Topic 2: Getting Organized, 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



Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended  
Distance & Online



NOTTING HILL  
COLLEGE



SCHOOL OF Business