

Skills for Administrative Assistants II Edition

Develop your skills to manage projects, time, stress, relationships and conflict.

#Management #online #Up to 2 months #Virtual Campus #Administrative support #Programme management

Introduction

This online course supports administrative assistants to work to the best of their abilities and deliver results in a context where there is too much to do, too little time to do it, change is the norm, and easy answers don't cut it.

Designed by the Staff College in partnership with the Institute for Leadership Excellence & Development, Inc., the course helps participants acquire solid tools, templates and techniques to increase effectiveness and manage competing priorities.



Where ONLINE



When 31 Oct - 02 Dec 2016



Fee 1250 USD



Duration 5 weeks



Enrollment deadline 21 Oct 2016



Contact learninglab@unssc.org



Language English

Objectives

Upon successful completion of this course, participants will:

- Be able to explain the importance of professional presence on the job;
- Apply self-management techniques to become more effective and efficient;
- Demonstrate improved communications skills, including listening, questioning and being more assertive;
- More effectively recognize and manage conflict, as well as deal with difficult people;
- Influence others even without authority over them;
- Make their style work to their favour;
- Use a five step model for getting things done with less stress;
- Apply easy-to-use templates and tools to successfully deliver projects;
- Implement practical approaches to juggle competing priorities.

Course Contents

1. **Styles and Relationships** (Communication skills; Asking and listening; Non-verbal messages; Appearance: Personal best and professional best)
2. **Project Management for Administrative Assistants** (Writing skills; Setting goals; Working as a team)
3. **Managing time and commitment** (Putting others at ease; Distorted thinking; The steps to feeling good; Self-management)
4. **Influencing others** (Understanding assertiveness; Improving your assertiveness skills; Getting ahead)
5. **Managing conflict** (Working with difficult people; Learning to say no; Dealing with stress)
6. **Organizing the inbox and getting rid of e-mail clutter**
7. **Managing stress**

Course Methodology

This course is delivered entirely online in both synchronous and asynchronous modes. It combines webinar learning with self-paced components.

The webinar learning consists of weekly instructor-led online sessions, conducted via the WebEx platform with toll and toll-free numbers for the audio component. No special software is required; participants only need an internet connection and a telephone to participate. The self-paced components and discussion forum for each week of the course are designed and structured on UNKampus, the Staff College's Learning Management System.

Target Audience

Administrative Assistants

Cost of participation

The course fee of USD 1,250 covers full participation in the online course.