



Derek Hendrikz Consulting Presents:

Administrative Skills

Duration:	3-days
Max. Participants:	20
Facilitators:	1
NQF Level:	4
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The administrative skills programme is designed for secretaries, personal assistants, administration clerks and others who function in an administrative environment and has the need to optimise the effective functioning of their daily tasks. The following dimensions are covered within the programme:

- Effective organising
- Dealing with what matters most first (time & task management)
- Planning & scheduling of tasks
- Crisis management
- Conflict management
- Assertiveness skills
- Telephone skills
- Problem-solving skills
- Effective communication skills
- Dealing with difficult people
- Basic Report Writing
- Basic Financial Skills
- Understanding your task within organisational context (vision, mission, etc.)
- Goal setting

The workshop outcome:




On completion of this programme participants should enhance organisational outcomes through practicing effective administrative skills.

Workshop Objectives:

Participants will achieve the workshop outcome by being able to:

- Understand their role and task within organisational context.
- Manage time and task effectively.
- Effectively deal with crises and problems in the 'here and now'.
- Practice assertiveness and effective communication skills.
- Practice effective administration and organising within the office environment.
- Work with difficult people.
- Manage meetings.
- Understand basic principles of finance.
- Write basic reports.

Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Record keeping of all results and assessments in order for participants to receive recognition for prior learning through the National Qualifications Framework.

Training methodology:





The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.


Programme:

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Introduction to Administrative Skills	Conflict Management	Basic Financial Skills
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	Task & Time Management	Telephone Skills	Meeting Management
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Problem Solving & Crises Management	Basic Report Writing	Communication & Assertiveness
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Programme Evaluation



Who Should Attend?

-  Personal Assistants.
-  Secretaries.
-  Administration Clerks.
-  Any person interested in practising effective administrative skills.





Day 1:***Introduction to administrative skills***

-  The role & function of the office administrator.
-  The organisational importance of office administrators.
-  The administrator / boss relationship.

Task & Time Management

-  The relationship between task and time.
-  Planning & scheduling of tasks.
-  The difference between goals and tasks.
-  Working with time wasters.

Problem Solving & Crises Management

-  Understanding the nature of problems & crisis's.
-  Working with options.
-  Judging options.
-  Creating 'best fit' solutions.

Day 2:***Conflict Management***

- The causes of conflict.
- Managing interpersonal conflict.
- Anger management.
- Giving and receiving criticism.
- Giving and receiving feedback.

Telephone Skills

- Different types of telephone calls.
- Managing the call.
- Ending the call.

Effective report writing

- Defining the report objectives.
- Structuring the report.
- Writing the report.
- Presenting the report.

Day 3:***Basic Financial Skills***

- Basic accounting principles.
- Basic budgeting.
- Income statements.
- Balance sheets.

Meeting Management

- Organising the meeting.
- Minute taking.
- Feedback after the meeting.

Communication & Assertiveness

- The communication process.
- Barriers to effective communication.
- Getting your message across.
- Assertiveness skills.

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