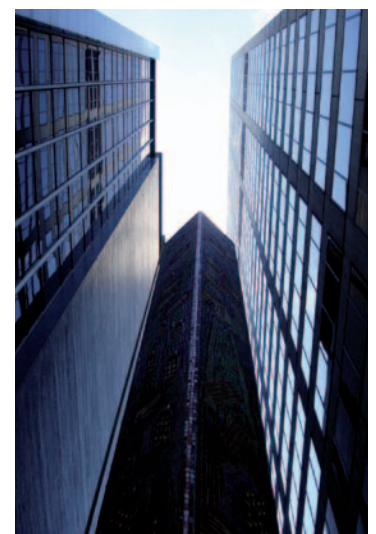
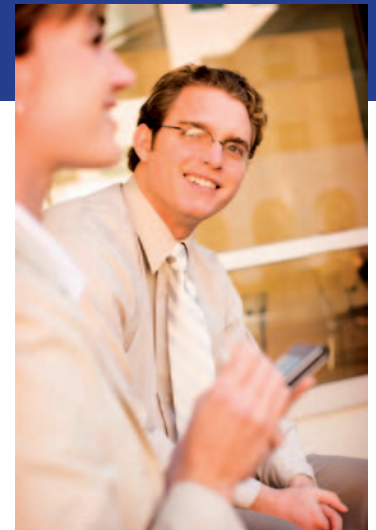


# *Management Skills for the Administrative Assistant*



A “Two Day Workshop” designed to **enhance** and **improve** your **performance**



This is a two-day workshop designed for those who work in support positions, to **help them improve their everyday performance in an office environment**. The two days will help you identify productivity pay-offs and priorities, and build better relationships with those around you and with the person to whom you report.

You will learn techniques for time management, and enhance those three critical communication skills: active listening, skillful use of questions, and an awareness of what your body language says about you. You will also have the opportunity to develop some strategies for acting more assertively and managing your stress.

## How You will Benefit:

- Understand the importance of and be better able to present a professional presence on the job.
- Improve your ability to organize, plan, prioritize and self-manage
- Improve critical communication skills such as listening, asking questions and being aware of body language
- Develop strategies for managing difficult people and situations
- Recognize techniques for being more assertive and managing your stress



Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on job satisfaction is our relationship with others. This two-day workshop will help you **maximize your potential as a support person.**

## Course Details

- Introduction and Course Overview
- Personal Best, Professional Best
- Making a Good Impression
- Distorted Thinking
- Steps to Feeling Good
- Assertiveness
  - What is assertiveness?
  - The assertiveness model
  - Dealing with tough issues
- Communication
- Asking and Listening
  - Open Questions
  - Closed Questions
  - Clarifying Questions
  - Active Listening
- Non-Verbal Messages
- Getting What Others Want
- Self-Management
  - Self-Management
  - Time Management
  - Your Workspace
  - Being Proactive



## Course Details

- **Setting Goals**
  - SMART PPP
  - Personal Action Plan
- **Working as a Team**
- **Difficult People**
  - Defining Conflict
  - Blending
  - Redirecting
  - When Discussions Degenerate into Conflict
  - SOFTEN
- **Saying No**
- **Writing**
  - The Four C's
  - Punctuation Pointers
  - Letters and Memos
- **De-Stress Options You Can Use Right Now**



**Course duration: Two days**

### Course Rates:

**Founding & Corporate Members**  
**Associate Members**  
**Non Members**

**AED 2,500**  
**AED 3,000**  
**AED 3,500**

For additional information, please contact:

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