

# Administrative Enhancement Skills

## 2 Day Administrative Skills Workshop

**“An effective administrator is someone who can contribute their skill and knowledge to support their department and managers.”**

### Course Description

In order to instill continuous improvement culture in your organization and prepare your key personnel to learn and take on the extended challenges, the clerical and office administrators must be equipped with current administrators' skills, knowledge and leadership attributes. Even the slightest success in doing so will improve the organization effectiveness and productivity greatly.

This two day workshop will assist the office administrators to understand the key responsibilities and encourage them to develop their skills at workplace.

### Course Objectives

At the end of this Administrative Skill course, participants will be able to:

- Describe the importance of their function to the organization
- Explain the concept of management and use basic management skills in their work performance
- Differentiate different modes of communication and use the most effective mode for effective communication whether with internal or external customer
- Good and efficient Records Management Practices will result in cost saving and increase in efficiency
- Able to increase efficiency in processing the records/ files of an agency especially on the aspect of arrangement, keeping, filing retrieving, maintaining and dis-positioning of records
- Recognize the importance of making a good impression on the telephone
- Identify examples of the principles of non-verbal communication
- Identify examples of the principles of good telephone etiquette

### Target Audience

Clerical and Administrative personnel who need to enhance critical and relevant competency sets to perform their functions more effectively

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### Course Content

#### 1. The Big Picture

- The business organization's purpose and challenges
- Your role in enabling your organization to compete successfully – the power of ideas, improvement and being sensitive to changes
- The 5 Cs (Character, Commitment, Conviction, Courtesy and Courage)

#### 2. Clerical Functions

- Services – information, implementation
- Improvement – kaizen: improve processes involved for assigned task

#### 3. Basic Management Principles

- Planning, Organizing, Leading and decision-making, and Monitoring of tasks – efficiency and effectiveness
- Managing time and tasks – prioritization

#### 4. Effective Communication Skills

- Purpose of communication
- 3 modes of communication and the effect of emotion in communication
- Channels of communication – face-to-face, telephone, electronic and written: nature, challenges and overcoming the challenges
- The use of body language to enhance communication effectiveness
- Listening effectively

#### 5. Records Management Practices

- Records Management is a technique in management.
- Life cycle of records – creation, usage/ maintenance and disposition/disposal
- Benefits of Records Management Program

#### 6. File System and Operation

##### a. File Operation

- File titles and classification in a filing system
- Use of practical file covers
- Minute papers – its uses and functions

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**b. File Operation**

- Opening and closing of files
- Correspondence and files, control of incoming and outgoing mail
- Control of records / file movement

**7. Telephone Techniques and Phone Ethics**

**a. Customer Service by telephone**

- Why is telephone technique important
- Communication challenges at your workplace
- Self assessment on qualities of telephone customer service
- Elements of telephone usage
- Five secrets for excellent telephone communication

**b. Building a partnership**

- Telephone etiquette – treating every caller as a welcomed guest!
- Soothing angry customers – using expressions with empathy and understanding
- Determining callers’ needs through active listening and questioning – recognising cues and using appropriate questioning techniques
- Guidelines for placing calls – useful expressions
- Leaving messages – taking or making notes?
- Practical situations

## Methodology

This program will be conducted through interactive lectures, PowerPoint and video presentation, role-play, individual activities, sharing by facilitator and group discussions.

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### Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
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