



Administration Skills

Who should attend?

This course is suitable for anyone working in an administrator role or within an administration or office environment.

Course Aims & Objectives

The purpose of this course is to help delegates develop the basic skills needed to be a more effective administrator.

By the end of the course delegates will be able to:

- Understand the key attributes of a good administrator
- Plan, prioritise and manage their time more effectively
- Understand the importance of communication and a polite telephone manner
- Devise a plan of work that can be implemented into their job role

Course Outline

- Course Introduction
- Delegate Role
- Planning
- Managing Time Effectively
- Managing Multiple Tasks
- Prioritising Tasks
- Business Correspondence
- Attention to Detail
- Effective Communication
- Telephone Skills
- Action Plan

Certification

Certificates of attendance will be awarded to delegates upon completion of the course.

Duration

1 Day

Location

We can offer courses on company premises for a maximum of 12 delegates or upcoming open courses in your local area.