

Skills for the Administration Assistant



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 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 improve your communications skills, make a good first impression, and develop personal management skills.

How You Will Benefit

At the end of the workshop you will be able to:

- Understand the importance of professional presence on the job
- Learn how to self-manage to become more effective and efficient
- Improve your communications skills, including listening, questioning, and being more assertive
- Increase your effectiveness in recognising and managing conflict, and dealing with difficult people

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialised manual and course materials

What You Will Cover

- Personal best, professional best
- Putting others at ease
- Distorted thinking
- The steps to feeling good
- Assertiveness
- Communication skills
- Asking and listening
- Non-verbal messages
- Writing skills
- Getting ahead
- Self management
- Setting goals
- Working as a team
- Working with difficult people
- Learning to say no
- De-stress options

YES! Enrol me now!

REGISTRATION FORM

Skills for the Administration Assistant

Participant's name:	_____	Position:	_____
Organisation:	_____		
Work Address:	_____		
Phone:	_____	Email:	_____
Credit card type: MasterCard / Visa Only			
Name on card:	_____	Amount:	_____
Credit Card Number	_____	Expiry Date	_____
Signature	_____		

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