



**BACK TO BASICS TRAINING
COURSE OVERVIEWS
for
OFFICE PROFESSIONALS ...
SECRETARIES, FRONT DESK RECEPTIONISTS,
EXECUTIVE AND PERSONAL ASSISTANTS**

The Course Overview lists the highlights of each Course

COURSES INCLUDED:

1. **Mastering Essential Secretarial and Front Desk Skills**
2. **Management and Time Management for EAs and PAs**
3. **Communication, Conversation and People Skills**
4. **Understanding and Influencing the Four Personality Profiles**
5. **Professional Success Behaviours for all the Team**
6. **Exceptional Service and the Actions that Destroy It**

NB Please note that there are many additional Management and Training Courses which would be relevant for your Team – these are simply key Courses for the various roles of Office Professional

Don't forget to take advantage of our Gold Card Offer – just \$1500 plus GST for 10 Course Tickets to use at any time over the next 2 years! A tremendous saving of \$2,000 and with 50 different Courses to select from, relevant to all Organisations. Call us now so you don't miss out!

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COURSES FOR THE OFFICE PROFESSIONAL

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MASTERING ESSENTIAL SECRETARIAL AND FRONT DESK SKILLS

- This Course assumes that you are training your new Front Desk Receptionist or Secretary in the skills that will enable them become more proficient in their work and to be an asset to the company
- There will be an extensive focus on communication as well as outstanding customer service skills in these critical areas - face to face, over the telephone, through email and voice mail
- Developing a professional image and appearance
- Understanding and exceeding other's expectations of you
- The attitudes and behaviours that enable you to be a success
- Managing multiple priorities, time planning and follow through
- How to take initiative and anticipate the needs of your Manager
- Understanding and contributing to the smooth functioning of the workload, the culture and the office and Business

WE'D ALSO RECOMMEND ...

MANAGEMENT & TIME MANAGEMENT FOR EAs AND PAs

- This Course has been designed to up-skill Executive or Personal Assistants and to provide them with key management skills that will enable them to influence and control work flow and the smooth running of a professional environment
- Dealing effectively with multiple Managers and workloads
- Diary Management, Time Management and essential follow through strategies to ensure you don't forget anything
- Techniques to enable you manage your own workload as well as that of other team members
- Communication Skills, with a heavy emphasis on business writing
- Assertiveness skills and influencing skills to enable effective liaison and professional relationships with internal and external people
- Polish, discretion and presentation in dealing at a senior level
- How to assist your Manager in projects and records management
- Understanding how you add additional value and contribute to the organisation as an EA/ PA

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COMMUNICATION, CONVERSATION AND PEOPLE SKILLS

- Recognising the desired outcomes from all different types of communication and learning how to prevent the conflicting or de-motivating messages we send
- Identifying the points that we want to convey about ourselves and our company in both written and verbal communication and analysing the communication needs of others
- The three absolute musts in any type of communication
- Applying these three effective communication techniques with your Team, your Manager, your Suppliers and your Customers
- Reading other people's tone of voice, body language and facial gestures – remember that it's over 90%
- Mastering conversational ability to build better relationships
- How to handle confronting communication situations with aplomb, rather than losing your confidence ... and your voice
- How to write one page reports and overviews, letters, memos, emails and quick notes that exceed the criteria for effective communication and get you great results

THIS COURSE PARTNERS VERY WELL WITH ...

UNDERSTANDING THE FOUR PERSONALITY PROFILES

- Introduction to the Four Personality Styles
- Testing to understand and benchmark ourselves
- Recognising and Understanding Others
- Strengths and weaknesses of each personality
- What to watch for in our own personalities that let us down
- How to bring out the best in each personality
- How to influence and manage each personality
- Which styles suit different personalities
- Using the Task focus/ Relationship focus – some personalities are more interested in the product, others are more interested in you
- Preventing common problems with each of the personalities
- Understanding ourselves and using the information to become a better and more skilled people person

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PROFESSIONAL SUCCESS BEHAVIOURS FOR ALL THE TEAM

- It isn't just the skills you have, it's your attitude and behaviours that influence your success at work and thus, your future. This is a great Course for motivating Team Members and having them understand professionalism and key behaviours for success
- Defining and exceeding the expectations others have of you
- How to consistently be positive, proactive and enthusiastic
- The importance of taking initiative and making things happen
- Adopting a customer service approach with everything you do, even if your customers are other team members
- Working effectively with other team members and building a sense of team spirit and alignment with the culture
- Managing time frames, stress and deadlines in a productive way
- Strategies to enable you achieve better results and performance
- Learning how to monitor and take charge of your own behaviours so that you understand and start to really maximise your potential

THIS COURSE PARTNERS VERY WELL WITH ...

EXCEPTIONAL SERVICE AND THE ACTIONS THAT DESTROY IT

- Exceptional service is based around the premise of "making the customer's day". A focus on providing service that is extraordinary has shown us time and again that this is what customers respond favourably to, with their money and with repeat and referral business
- The aim of this Workshop is to have your Team look at customer service and satisfaction in a new light and come back re-motivated and re-energised with new ideas for service
- Analysing the key factors in the Buyer Utility Map and Buyer Experience Cycle to determine where our opportunities are
- Analysing and preventing the actions, the systems and the processes that destroy exceptional service
- Analysing and preventing the attitudes, the behaviours and the beliefs that destroy exceptional service
- Doing the things that stand us out from the crowd!