Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Courses for assistants

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

992,52 €

PRICE INCL. VAT

1 220,80 €

including 23 % VAT

PDF SYLLABUS

Academy for Assistants - Comprehensive Skills

Clear overview of course topics, training scope and key information.

The Academy for Assistants - Comprehensive Skills modular training program includes courses focused on effective management of secretariat work processes, in the office or when assisting executive members of a company. The package consists of five courses: Communication Skills - Assertive Communication in the scope of 1 day Assistant - Office Manager in the scope of 1 day Professional Telephone and E-mail Communication in the scope of 1 day Time and Stress Management in the scope of 1 day Stress Management and Building Resilience in the scope of 1 day Note: The modular training program contains several training days, between which there is a time interval. The start of the course is listed in the dates; we will inform you about further dates. For information about the dates of individual program modules, please contact us.

COURSE CONTENT

01

Module 1: Communication Skills - Assertive Communication

Correct, accommodating communication as the basis for creating healthy interpersonal relationships in the workplace Communication process Building trust and persuasiveness Communication channels (emphasis on unity: verbal, vocal and non-verbal communication) Personality typology Personality typology according to four types of energy, temperament Personality test Why we understand some people better and others less. Practical advice and instructions on how to work with differences How to recognize what someone needs and, based on the finding, choose a suitable type of communication Similarity/difference of communication between individual personality types. Application of typology principles in various aspects of assistant work. Professional behavior, business etiquette. Principles of polite behavior, etiquette and ethics in the workplace.

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02

Module 2: Assistant, Office Manager

Scope of the function: mission, support in activities, assigning and delegating work Subject of activity: Management work, analytical-synthetic, information and communication, material-technical

03

Personality:

qualification prerequisites, personality profile, qualities, professional competencies, elimination of negative aspects of the function

04

Orientation in the Company - Corporate Identity

(Corporate Design, Corporate Communication, corporate culture)

05

Business Etiquette

business clothing, introductions, forms of address, informal/formal address at the workplace, dining, Language of business cards, gifts, promotional items company events

06

Module 3: Professional Telephone and E-mail Communication:

07

Professional Telephoning

Structure of a phone call (introduction, conversation, conclusion) Structure of introducing yourself, Most common mistakes when making phone calls, Preparation for telephoning: arguments, questions

08

Telephone Conversation

typology of callers, ways of dealing, communication styles, negotiation techniques for a telephone conversation, non-verbal communication during telephoning

09

Conclusion: Summary, Motivational Phrases, Farewell

Paraphrases and summaries Motivational phrases, reference to activity after the conversation ends Evaluation of the phone call

10

Professional E-mail Communication

Rules for writing messages Most common mistakes when writing messages Recommendations for message structure

11 **Resolving Crisis Messages**

Providing information by e-mail, Complaints and claims, How to write an effective e-mail

12 **Module 4: Time and Stress Management**

13 **Time Planning - Time Management**

four generations of effective time organization setting goals and management by objectives Eisenhower principle performance curve, concentration curve, biorhythm Pareto principle "abc" method cause-and-effect diagram (Ishikawa diagram) time thieves and their elimination proactivity and reactivity

14 **Self-Management - Stress Management**

life values and range of life goals self-knowledge - career anchors and managing one's career harmonizing life and work priorities, stress and a person's surroundings active handling of one's own mental energy what stress is, the meaning of stress, how stress arises, what the consequences of stress are, stress management techniques identification of one's own stressors, hidden and obvious symptoms - stress triggers self-diagnosis of stress level types of stress reactions, ability to recognize and predict them short relaxation techniques short theoretical inputs, group exercises and modeling situations, self-diagnosis, guided discussion, practice of short relaxation and activation techniques Action plans for personal development

15 **Module 5: Stress Management and Building Resilience:**

16 **Resilience and Stress Management:**

Psychological and mental resilience, inner strength that enables us to manage changes, life challenges, goals, failures and come out of these situations strengthened.

17 **Four Pillars of Resilience**

18 **"Psychological Immune System"**

19 **Performance and Stress**

- What stress is: positives/negatives

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20 **Burnout and Its Stages**

21 **Stress Triggers in the Workplace**

22 **Building Personal Resilience**

23 **First Aid in Stressful Situations**

24 **How to Understand and Work with Anxiety and Fear**

Anxiety and fear (difference)
When I can handle it myself, when to seek professional help
Why we tend toward negativity
Why we are afraid not to be afraid

25 **How to Reduce Threats**

(real and unreal), strengthen my real resources that enable me to face threats

26 **How to Face Challenges Dealing with Changes**

- helping yourself and others in managing changes

27 **How to Make Decisions in Times of Uncertainty**

28 **Coping Strategies for Managing Changes**

This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/academy-for-assistants-comprehensive-skills