

Course syllabus

CATEGORY

Courses for assistants

TRAINING FORMAT

In Bratislava or online
with a lecturer

PRICE EXCL. VAT

637,00 €

PRICE INCL. VAT

783,51 €

including 23 % VAT

Academy for Assistants - Key Skills

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

The modular training program Academy for Assistants - Key Skills includes courses focused on the effective management of work processes in the secretariat, in the office or when assisting executive members of the company. The package consists of three courses: Communication Skills - Assertive Communication with a duration of 1 day Professional Telephone and E-mail Communication with a duration of 1 day Time and Stress Management with a duration of 1 day. Note: The modular training program contains several training days, with a time gap between them. The course start is listed in the dates; we will inform you about the other dates. For information about the dates of individual program modules, please contact us.

COURSE CONTENT

01

Module 1: Communication Skills - Assertive Communication

Correct, helpful communication as the basis for creating healthy interpersonal relationships in the workplace Communication process Building trust and persuasiveness Communication channels (emphasis on the unity of verbal, vocal and nonverbal communication) Personality typology Personality typology according to four types of energy, temperament Personality test Why we get along better with some people and not with others. Practical advice and instructions on how to work with differences How to recognize what someone needs and choose a suitable type of communication based on what has been found Similarity/difference of communication between individual personality types. Application of typology principles in various aspects of an assistant's work. Professional behavior, business etiquette. Principles of polite behavior, etiquette and ethics in the workplace

02

Module 2: Professional Telephone and E-mail Communication:

03

Professional Telephoning

Structure of a phone call (introduction, conversation, conclusion) Structure of self-introduction, Most frequent mistakes in telephoning, Preparation for telephoning: arguments, questions

04

Telephone Conversation

typology of callers, ways of dealing with them, communication styles, negotiation techniques for a telephone conversation, nonverbal communication during telephoning

05

Conclusion: Summary, Motivational Phrases, Farewell

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

06

Professional E-mail Communication

Rules for writing messages Most frequent mistakes in writing messages Recommendations for message structure

07

Handling Crisis Messages

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

08

Module 3: Time and Stress Management

09

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

Self-management - Stress Management

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

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-key-skills>