Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Courses for assistants

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

195,00 €

PRICE INCL. VAT

239,85 €

including 23 % VAT

Macrosoft školiace centrum

Aktuálne informácie na Macrosoft.sk

PDF SYLLABUS

Assistant, Office Manager

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

A successful assistant or office manager is a rarity in every prospering company. They effectively manage the operation of the office, administer administrative processes, create a collegial atmosphere and, through professional conduct, spread the company's image among its partners. In the course you will learn about your weak and strong points in the area of communication, improve your overall self-presentation and practice important rules of etiquette.

COURSE CONTENT

01

1. Introduction to the Course

Welcome to the course, which is designed specifically for you, assistants and office managers, so that you become even more professional and effective in your work. This course will guide you through the key skills and abilities you need to handle everyday challenges and to always be ready to resolve any situations calmly and professionally.

02

2. Professionalism in the Role of Assistant

What does it mean to be a professional assistant? Find out how professionalism is reflected in your everyday work. We will go through important aspects such as behavior, ethics and responsibility.

03

Your Strengths

You are organized, can solve problems effectively and manage communication at a high level. These strengths are the basis of your success.

04

Potential Weaknesses

How to cope with the risk of burnout, monotony and high demands for accuracy and reliability.

05

Important Qualities of an Assistant

Reliability, thoroughness, discretion, empathy and assertiveness - everything that will help you stand out.

06

Key Skills

Time management, effective communication, technical skills, multitasking and stress management. These abilities will make you indispensable.

07

3. Etiquette and Self-Knowledge

Workplace etiquette How to behave, dress and communicate correctly in various work situations. Etiquette is the basis for a professional image.

08

Self-Knowledge Through Feedback

Learn how others perceive you and how to use feedback for personal development. Exercise Provide feedback to each other with your female and male colleagues so that you find out what you can work on.

09

4. Communication

Basics of effective communication Learn how to communicate clearly and effectively, including active listening and asking questions correctly. Exercises Work on simulations of work situations where you will practice active listening and effective communication.

10

Importance for Your Work

You will find out why these skills are key to success in your role.

11

5. Non-Verbal Communication

Basic information about non-verbal communication Body language, facial expressions, eye contact and tone of voice can say more than words. Exercises Learn to read and correctly interpret non-verbal signals in various situations.

12

Discussion

Together we will examine the influence non-verbal signals have on successful negotiation and how you can use them to your advantage.

13

6. Resolving Negative Aspects of Assistant Work

Problem identification What are the common challenges in your work and how to manage them effectively.

14

Solutions

Techniques for avoiding stress, excessive workload and ineffective time management.

15

7. Action Plan for Improving Professionalism

What can you do for yourself? Create a personal improvement plan that will help you achieve a higher level of professionalism. This plan will contain specific steps to strengthen your strengths and work on weaknesses.

16

8. Conclusion and Course Evaluation

Together we will summarize what you learned during the course. You will provide us with feedback on the course and we will discuss your personal experience.

17

Exercises and Tasks During the Course:

Simulations of real situations where you will practice new skills. Feedback from other participants and discussions. Independent tasks for improving communication and organizational skills. Creating a personal action plan at the end of the course. The aim of this course is to improve professional abilities and gain tools for managing work processes more effectively. Together we will focus on your personal growth and development so that you can be even more successful in your work.

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/assistant-office-manager