

Course syllabus

CATEGORY

Courses for assistants

TRAINING FORMAT

In Bratislava or online
with a lecturer

PRICE EXCL. VAT

191,00 €

PRICE INCL. VAT

234,93 €

including 23 % VAT

PDF SYLLABUS

Communication Skills for Assistants

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

Do you know "Who is Who" in your company? And we do not mean the level of seniority or job position. If you want to find out, come to the course for assistants, where we will help you understand first yourself, then your surroundings and, based on what is found, choose the right approach. Through a simple typological analysis, you will better understand your own reactions and easily orient yourself in the needs of your surroundings. We will talk about the principles of interpersonal communication, which is the key to creating a helpful and friendly working atmosphere. We will help you find the right approach to superiors, colleagues, visitors or business partners, which will lead to the desired result of your work. Knowledge of business etiquette will guide you without problems through situations in your office without having to hesitate about how to behave in a given situation. It will underline your professionalism and you will provide your surroundings with the right image of you and your company.

COURSE CONTENT

01

Correct, Helpful 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 nonverbal communication) Communication (personal, remote: e-mail, telephone)

02

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, based on what is found, choose a suitable type of communication Similarity/difference of communication between individual personality types, Application of typology principles in various aspects of assistant work

03

Professional Behavior, Business Etiquette

Principles of polite behavior, etiquette and ethics in the workplace

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/communication-skills-for-assistants>