Professionalism in the Office:
Proven Techniques for Administrators, Secretaries, and Coordinators (Revised Edition)

Course Specifications

Course Number: CCT-024_rev4.0
Course Length: Self-study or classroom training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

The role of the secretary has blossomed into many different roles with the advent of new communication tools and the many changes in the workforce. This book has been revised and updated to blend the idea, the tasks, and the roles of the secretary and to show how the standards and professionalism that the secretarial role embraced can be modernized and shared throughout an office.

Course Objective: The learning objectives for Professionalism in the Office are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The Objectives of this book are:

- To help you position yourself as a professional
- To discuss techniques for enhancing your professional image
- To provide ideas for expanding skills and responsibilities
- To describe practical ways to communicate for better results
- To provide tips for building relationships and networks
Course Content

Part 1: Positioning Yourself as a Professional
- Developing a "Big Picture" Viewpoint
- It's Your Choice
- Your Attitude and Your Job
- What Is an Office, Anyway?
- Taking Action

Part 2: Enhancing Your Professional Image
- Assessing Your Image
- The Benefits of a Professional Image
- Updating Your Office Skills
- Becoming More Marketable
- Looking Professional
- Non-Verbal Communication or Body Language
- Remaining Politically Correct

Part 3: Expanding Your Skills
- Enhancing Your Role
- Prioritizing Work Overload
- Setting Priorities
- Time-Management Tips
- Identify Your Stressors
- Long-Range Planning
- Using Project-Management Techniques
- Decision Making in Six Easy Steps
- Rate Your Decision-Making Skills

Part 4: Communicating for Results
- Communication Skills
- Writing with Confidence
- Writing E-Mails
- Make Every Letter a Sales Letter
- Conveying Bad News Tactfully
- How Well Do You Listen?
- Effective Presentation Skills
- Using Laptops and LCD Panels Effectively
- Techniques for Videoconferencing
- Planning for Meetings
- Becoming an Effective Facilitator
- When Your Manager Travels to a Meeting

Part 5: Building Relationships and Networks
- Interpersonal Skills
- Understanding Your Personality
- Building a Network
- Professional Organizations
- Resolving Conflict in Your Office

To find out more about all of the products and services from Masterskill, please visit www.masterskill.co.za
Course Outline

You and Your Manager: A Unique Relationship
Limiting Interruptions

Summary
Checklist for Success
Professional Development
Personal Action Plan
Additional Reading