

# The Professional Assistant

Full Day



Learn higher level skills for working more effectively in an office. The course covers key techniques from three of our most popular courses.

## Time Management

### Efficiency vs effectiveness

- What is the difference between *efficiency* & *effectiveness*?
- Making sure the little things don't reduce your achievement of longer term objectives

### Prioritising the work

- Learn a simple system for prioritising work based on its *urgency* and *importance*
- Applying the scale to a workplace case study
- How to use *diaries* and *wall planners* to make sure deadlines are met

### Overcoming procrastination

- 3 tips for getting started on those big "yucky" jobs

### Organising the paperwork

We use an excellent French & Saunders video to demonstrate:

- The 4 types of paper - *Information*, *Action*, *Filing* and *Junk*
- How to process each type of paper quickly and efficiently
- The key elements of a personal filing system - where everything has *one* logical place!

## Business Writing

### Writing clear letters and emails

- How to get the ideas in your head organised on paper
- A simple structure to keep your letters and MEMOS logical
- Plain English - everyday words for everyday ideas
- How to convey a personal but professional tone by structuring sentences in the *active* voice
- What are today's business writing conventions?
- How to present letters professionally



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## Communicating Assertively

### Passive, aggressive and assertive behaviour

- What is assertive behaviour?
- Why do we lapse into passive or aggressive behaviour?
- The clear indicators that you are being passive or aggressive

### Giving constructive criticism

- How to avoid "getting personal" when you are criticising an idea or a person's performance
- The classic phrases that raise conflict. What are the alternatives?
- Practical strategies to help stay calm when you start to get angry

### Standing up for yourself

- The key to disagreeing with colleagues and bosses in a calm, logical way
- How to explain unpopular policies to customers in a respectful manner
- The 3 steps for stating your view clearly when you feel intimidated
- How to make people stop and listen to you in a meeting - without shouting

### Giving "bad news" respectfully

- The 3 steps for presenting your organisation's position in a persuasive and respectful way
- How to say "no" politely to unreasonable requests
- How to move customers from problems to possible solutions



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