



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - The Administrative Assistant, First Edition

Course Number: AXO84-063SG

Days: Self Study

Description: Today, the administrative assistant operates at a high level, often reporting to more than one person. Learn vital skills such as how to anticipate needs, be a communication liaison, act as a project manager, and operate as your boss' information manager.

Topic-Level Outline

Introduction:

Who Is the Administrative Assistant?
Checklist of Responsibilities

Chapter 1: Wearing Many Hats

Managing Multiple Roles
What Hats Do Others See You Wearing?
What Your Manager Expects

Chapter 2: Assisting the Manager

Are They Lost Without You?
Anticipate Needs Act as a Communication Liaison
Making the Connection
Act as a Communication Buffer
Take Over Projects for Your Boss

Chapter 3: Supervising Office Operations and Support Staff

Are You Ready to Be a Supervisor?
Supervisory Skills Self-Assessment
Seven Supervisory Challenges

Chapter 4: Providing Information

Are You a Wealth of Information?
Developing the Detective Hat
Sharing the Information

Chapter 5: Special Concerns of the Administrative Assistant

Personal Requests
Work Overload
Dealing with Interruptions
Supporting Two or More People
Conclusion

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel comprehensive online courses, email for more details.



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