



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 - Professionalism in the Office

Course Number: AXO84-057SG

Days: Self Study

Description: 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.

Topic-Level Outline

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
You and Your Manager: A Unique Relationship
Limiting Interruptions
Summary
Checklist for Success
Professional Development
Personal Action Plan
Additional Reading

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 Advanced 2013 [Ebook](#), workbooks, and solutions.
Excel comprehensive online courses, email for more details.



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