

Providing Administrative and Secretarial Support for Teams

Introduction

Providing a professional supporting role to a team requires excellent time management, planning and prioritisation skills in order to support different roles and conflicting needs.

This dynamic programme develops skills in team working, communications and project management so that you can contribute and support your team and manage multiple demands confidently.

Designed For

Administrators, PAs and assistants who are administratively competent but are looking to expand their skills and abilities to fully support several managers or a team and who have to respond rapidly to the demands of individual team members with differing needs.

Objectives

By the end of this course you will be able to:

- Define your role and what is required of you more clearly.
- Build rapport and effective working relationships.
- Raise your profile at meetings or briefings by participating effectively.
- Increase your position of influence within the workplace.
- Achieve objectives by using time effectively and increase others' confidence in you by adopting proactive work routines.
- Produce professional minutes and help ensure effective meetings.
- Return to the workplace with increased self-confidence.

Focus

Understanding Your Responsibilities

- What is required of you to support the team effectively?
- Establishing your contribution to the overall success of the team
- Defining the aims and objectives of those you support
- The five core skills for successful team administrators/assistants

Effective Team Working

- The benefits and dynamics of effective teams
- Team roles - identifying and working with the strengths and weaknesses of others
- Your position within the team - how do others see you?

Contributing to Meetings and Team Briefings

- Developing a persuasive communication style

- How to contribute positively in meetings
- Non-verbal behaviour - what are we 'saying' through our body language?
- The importance of listening and questioning techniques

Agendas and Minutes

- Creating the agenda - collecting everyone's agenda points
- Minute taking without the worry - the do's and don'ts
- Producing professional minutes

Supporting the Demands of the Team

- Analysing your current use of time
- Juggling priorities and personalities to achieve objectives
- Increasing others' confidence in you as a shared resource
- Negotiating with others to achieve win-win situations
- Tips to reduce stress in the work environment

Personal Development

- An action plan to implement and monitor your progress