

Management Skills for the Administrative Assistant

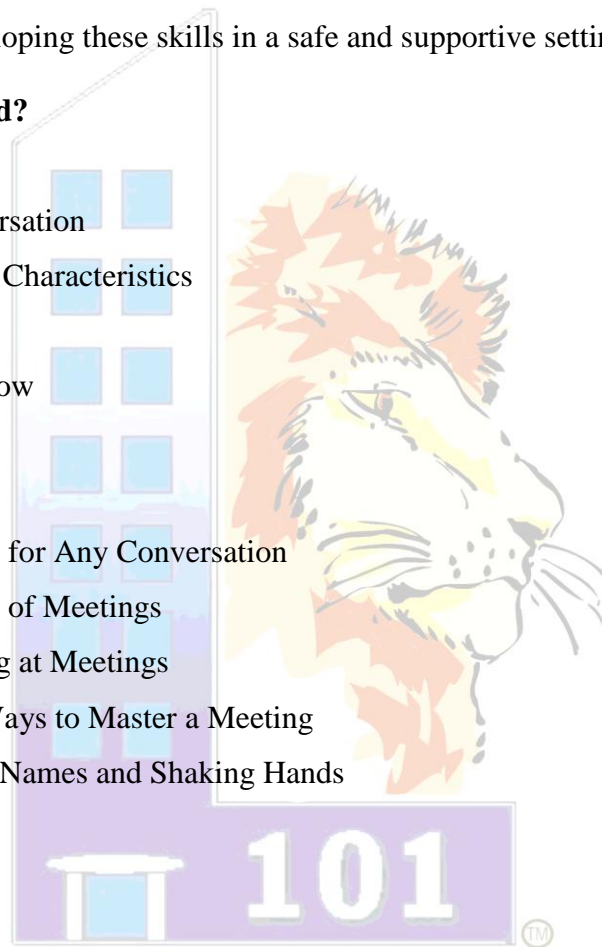
A great presenter has two unique qualities, appropriate skills and personal confidence. This confidence comes from knowing what you want to say, and being comfortable with your communication skills. In this workshop, you will master the skills that will make you a better speaker and presenter.

Workshop Benefits:

- To enhance the ability to speak one-on-one with others.
- To develop the confidence to feel at ease, speaking socially or small groups such as meetings.
- To practice developing these skills in a safe and supportive setting

What Will Be Discussed?

- ✓ Communication
- ✓ Edit Your Conversation
 - Speaking Characteristics
 - Clichés
- ✓ The Johari Window
- ✓ Trust
- ✓ First Impressions
- ✓ Four Good Rules for Any Conversation
- ✓ Making the Most of Meetings
 - Presenting at Meetings
 - Fifteen Ways to Master a Meeting
 - Learning Names and Shaking Hands
- ✓ Body Language
- ✓ Sticky Situations
- ✓ Why Talk?
- ✓ Planning Your Presentation
- ✓ Overcoming Nervousness
- ✓ The STARR Pattern
- ✓ Start Writing!
 - Evidence
 - Introductions



Management Skills for the Administrative Assistant

- Following the opening statement
- Your Beginning
- Endings
- ✓ Limit Your Information
- ✓ Audience Profile
- ✓ Presentation Preparation
 - Checklist
 - Evaluation
- ✓ Your Speaking Voice
 - Parts of your Voice
 - Vocal Variety
 - Mastering your Material
- ✓ Add Punch to your Presentation
 - The Power of Threes
 - Visual Aids
- ✓ Pre-Assignment
 - Preparation
 - Presentations
 - Debrief

