

ADMINISTRATION & ORGANISATIONAL SKILLS

A 2 day course developed and facilitated by Charles Darwin University.

About this Program

This program provides an overview of Administration & Organisational Skills required to demonstrate efficiency and commitment in a range of working environments. A variety of practical activities including exercises, case studies & discussions will enable participants to practice the techniques introduced during the workshop.

This course is designed for:

Anyone wanting to improve or refresh their Administration & Organisational Skills:
Administrative Officers, Receptionists, Supervisors, Sales Assistants.

Learning outcomes

Participants who complete this program should be able to:

- Demonstrate effective communication skills
- Describe the roles & responsibilities of positions requiring administration and organisational skills
- Identify personal characteristics and values
- Demonstrate effective customer service skills
- Analyse methods to prioritise tasks
- Develop self awareness of behaviours and the impact on the workplace
- Demonstrate use of technology available to enhance organisational skills – Outlook Calendar, Tasks

Program content

The program covers the following areas:

- Communication Skills
- Interpersonal Skills
- Personal Characteristics
- Motivation
- Self Management Strategies
- Customer Service
- Clerical & Office skills
- Working with information
- Managing results
- Using Outlook

