



Website : [www.bcdhb.org](http://www.bcdhb.org)

0097337256803

info@bcdhb.org

---

## Self Development for Administrative Assistants

Date	Venues	(\$)Fees	Book your seat
15 Jun -19 Jun 2025	Brussels	5200	<a href="#">Register Now</a>

### Course Overview

In this course we will Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.

### Course Objective

- Take a proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively.
- Handle telephone calls properly and professionally.
- Develop self-management techniques and learn ways for dealing with time wasters.
- Improve memory skills with several reinforcement methods and exercises.

### Who Should Attend?

Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators.

### Course Outline

- The Administrator/Secretary as Part of the Support Team
- Written Communication
- Verbal Communication
- Using the Telephone Properly
- Effective Time Planning
- Setting Up a Filing System
- Memory Reinforcement Techniques

### Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays