



CENTRE FOR AFRICA CAPACITY  
BUILDING & DEVELOPMENT

# ADMINISTRATION & SECRETARIAL FACULTY

Communication and Planning Skills  
for Administrative Professionals



Accreditation # P21/1014/GP545

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# Communication and Planning Skills for Administrative Professionals

## INTRODUCTION

This Communication & Planning Skills for Admins Training Seminar is designed to help participants develop a 'tool-kit' of skills and knowledge so that they can demonstrate capability and talent when it comes to communicating with others and achieving success.

- Essentially this programme aims to enhance Performance and Behavioural outputs within the workplace by:
- Exploring the world of Effective Communication Skills through a variety of methods
- Understanding the key components of effective communications and how they need to be considered every time
- Uncovering the vital essentials to Effective Planning and how to ensure success
- Realising the importance of managing time, workloads and people rather than them managing you

## WHO SHOULD ATTEND?

Managers, Team Members, Administrative Professionals, Secretaries, Personal Assistants

## PROGRAMME OBJECTIVES

- Determine how to improve the way they communicate with others through a variety of mediums
- Understand how they can enhance the process of knowledge transfer by creating an understanding in others but also by bringing around change in action
- Identify how to make the most of the time they have, ensuring tasks are achieved effectively
- Understand how to demonstrate a change in 'mindset' when it comes to having to deal with workloads and other people

## TRAINING METHODOLOGY

This programme is highly inter-actional through a variety of experiential learning methods including: discussion, group activities, practice, case studies and review. As well as the required theory, this programme mainly focusses on participants being able to experience and get a sense of what these vital skills will sound, look and feel like.

## PROGRAMME SUMMARY

Outstanding communication and planning skills are essential qualities for administrative professionals to enable an organisation to run smoothly. This comprehensive programme elaborates on two key areas: good interpersonal working relationships to get the best out of other people, for example in teamwork, delegation, assertiveness, meetings and supporting presentations, and effective use of time, for example in setting priorities, managing interruptions, planning projects, developing efficient working practices and writing clearly.

## PROGRAM OUTLINE

### Day 1 - COMMUNICATION ESSENTIALS

- The Communication Process – the Sender/Receiver principle
- Identify a variety of Communication Channels
- Barriers to effective Communications and how to overcome them
- Learn how to communicate with just about anyone – understand others' work personalities
- Vital interpersonal skills to enhance face-to-face communications – it's about your Words/Music and Dance
- Learn how to engage the thinking brain to develop more Assertive Communications

### Day 2 - COMMUNICATION MANAGEMENT

- Learn how to communicate with difficult and demanding people
- Manage others rather than them manage you
- Learn how to say 'no' more effectively
- Understanding conflict and why it happens
- Learn a variety of conflict resolution styles and use the 4Ps to aid in reaching an agreement
- Understand the stages of team development and how this will aid in ensuring all communications are effective

### Day 3 - COMMUNICATION ALTERNATIVES/PLANNING ESSENTIALS

- How to run effective meetings – uncover the 3 stages of world class meetings
- Ensure buy-in and participant involvement at meetings
- Learn how to develop more effective written communications
- Determine the 4 point plan for emails and letters
- Discover the 7 steps to effective business writing – it's about punctuation and grammar
- Establish the difference between editing and proof-reading
- Uncover the essentials to effective report writing
- Understand the key principles of effective planning – the Wheel of Success

### Day 4 - PLANNING ESSENTIALS

- Determine how to set attainable goals to ensure the best chance of success
- Learn the 3 Principles of effective Time Management
- Learn how to prioritise your workload to aid in planning your tasks effectively
- Discover how to deal with your 'Time Bandits'
- Identify 'Task Origination' and how to plan towards achieving success
- Learn the 5 Steps to the art of 'Delegation' – it's not about 'Allocation'

### Day 5 - PLANNING ADD-ONS

- Learn how to get your proposals accepted
- Determine the 8 steps to project success
- Establish problem solving techniques to ensure success every time
- Principles to determine the need for continuous improvement using the WIN/LEARN/CHANGE Model
- Programme Review – Let's remind, review and reassure
- Let's plan – action planning for improved Performance and Behavioural outputs



# WHAT DO YOU GET WHEN YOU ENROL TODAY?

For every delegate that attends, they will either receive a



## PLUS FREE TOURING

An excursion will be done on the last day where delegates will be taken on a tour of Tourist Attractions around Johannesburg and Pretoria.

