

Essential Skills for Front Office (Receptionists), Drivers, Office Assistants and Support Staff Training (FODOAT)

Ethics | Wellness | Professional Business Etiquette and Grooming

The objective of the workshop is to impart life skills and to develop important skills and knowledge that will enable the organization's junior staff, receptionists, drivers and office assistants to better their impact on the organization. These employees need to be equipped with exemplary people skills as they are representatives of your organization. Our aim is to ensure that these employees have the necessary skills to enhance your organization's brand and image, and to ensure that they deliver excellent customer service when dealing with the internal and external customers of your organization. They will explore in depth the interpersonal and behavioral skills necessary to ensure you are well prepared for the challenges of working with a variety of management styles.

The course further equips delegates with an understanding of how their attitudes contribute to their personal image and that of the organization, while executing their tasks. It will teach them to take pride in what they do for their own benefit and that of the organization that they represent. Clerical skills ensure that all administrative tasks within the office are carried out in a timely fashion. One of the essential personnel appointed to take care of the clerical and administrative work is the 'office assistant, messenger and sometimes even the drivers. Office Assistants, Drivers, Receptionists, Porters or Support Staff need to be expert multi-taskers and indispensable. To be truly indispensable you need to be organized, be an excellent communicator, and be able to deal with whatever challenging situation your working life presents you with. This workshop will help you to do that.

Training Methodology

Participants in this course will enjoy interactive and practical exercises delivered through media to suit every kind of learning preference. Training course activities will include activities in groups and pairs as well as individual exercises. Everyone will get the opportunity to discuss their work challenges in a supportive environment.

Personal and Organizational Impact

- A more proactive outlook
- Increased creativity and productivity
- Motivation and customer focus
- Reduced absenteeism through an ability to manage and reduce stress
- Increased self-awareness and interpersonal skills
- Better time management
- An increase in motivation and self confidence

- An in-depth understanding of different management styles and how to work with them
- The ability to be more self-aware and manage workplace stress
- Excellent communication skills
- Effective presentation skills and advice on controlling nerves
- Organization skills and an understanding of the importance of time management
- Improved professionalism in carrying out duties
- Safer road users

Who should attend?

- Receptionists
- Office Assistants
- Drivers
- Support staff
- Messengers
- Porters
- Mail Room staff
- All junior staff

What will be covered?

Taking Control of Your Work Life

- Understanding and Clarifying Purpose, Vision and Mission
- Understanding your roles: Being the best I can be in my position
- External and Internal Customer Service
- The Secret to Working Smarter rather than Harder
- Controlling, Prioritizing and Organizing Your Work
- Gaining an insight into your Strengths and Weaknesses
- Making Your Office User-friendly and Efficient

Essential Administrative Skills

- Mind Mapping Techniques
- Right Brain / Left Brain Theory
- Managing Larger Projects to Meet Deadlines
- Planning and Problem-Solving Skills
- Managing Meetings Effectively
- Working with more than One Manager
- Managing your time effectively

Vital Communication Skills

- Telephone Etiquette
- Communication Styles and When to Use Them
- Communicating with Confidence

- Win-Win Conflict Resolution
- Understanding and using Body Language
- Understanding Gender Differences in Communication
- Understanding Different Personality Types and How to Deal with them

Developing as a Professional

- Listening Skills – *seek first to understand then to be understood*
- Creating a Professional Image
- Leadership Skills
- How to Make Presentations with Confidence and Power
- Painless Methods for Giving Corrective Feedback
- Best Practices for Delivering Positive Feedback
- Professional Image
- Deportment
- Business Etiquette and Protocol
- Social Netiquette

Self-Empowerment and Self-Management

- Understanding the Main Causes of Stress
- How to Build Self-confidence and Strengthen the Ability to Respond to Difficult Situations
- The Essential Skills of Emotional Intelligence
- Using Emotional Intelligence at Work
- Becoming a more Proactive, Responsible and Self-aware Person
- Continuing Professional Development - *where to go from here*
- How can personal mastery assist in organizational growth

Mental Health and Wellness

- Making mental health a priority
- Self-care and self-love (promoting personal hygiene, mental health through self-love and self-care techniques)
- Financial wellness
- Stress management
- Work-life balance

Ethics and Integrity:

- Unpacking Confidentiality, Ethics, and Integrity
- Reviewing the evidence and the modern workplace

Driver Responsibilities

- Driver Responsibility
- Driver-Stakeholder Relationship
- Improving the behavior of all road users
- Traffic Safety

- Driver Education and Engagement
- Understanding the basics of HIV/Aids Awareness

Prices Include:

- Training Materials
- Certificate of Completion
- Lunch and Refreshments during Training

Prices Exclude:

- VAT
- Dinner and Accommodation.

Training Methodology

- Learner guides / slides
- Videos
- Practical demonstrations
- Group discussions and Exercises

Certificates

On completion of the training a PALGNET Certificate of Attendance will be awarded to delegates.