

PRESENTS

SKILLS FOR THE ADMINISTRATIVE ASSISTANT



TRAINING:

S K I L L S F O R T H E A D M I N I S T R A T I V E A S S I S T A N T

This is a training designed for those who work in support positions, to help them improve their everyday performance in an office environment.

The training will help you identify productivity pay-offs and priorities, and build better relationships with those around you and with the person to whom you report.

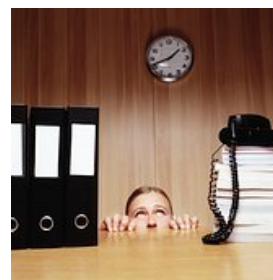
You will learn techniques for time management, and enhance those three critical communication skills: active listening, skillful use of questions, and an awareness of what your body language says about you. You will also have the opportunity to develop some strategies for acting more assertively and managing your stress.

➤ **How you will benefit:**

- Understand the importance of and be better able to present a professional presence on the job.
- Improve your ability to organize, plan, prioritize and self-manage
- Improve critical communication skills such as listening, asking questions and being aware of body language
- Develop strategies for managing difficult people and situations
- Recognize techniques for being more assertive and managing your stress

➤ **What you will cover:**

- You and your self-esteem
- Planning and prioritizing
- Working in a team environment
- Dealing with criticism and anger
- Time management
- Setting goals and getting what you want in life



➤ **Who is the trainer?**

Drs. Lilah Maduro-Wever is a NIP-registered psychologist experienced in treating i.e. job reintegration, stress, burnout, drugs- and relationship problems on Aruba. She has worked as trainer/therapist at Buro Arends, GGZ-Midden Brabant, and Centro Dakota and therefore, knows psychological problems which are common to Aruba. She has successfully acquired a university degree in Social & Organization Psychology in 1999 in Leiden and a university degree in Clinical Health Psychology in 2004 in Tilburg.

➤ **This trainer will consist of 4 sessions:**

Date & Time	What's Included?	Price
Day 1: March 10 th 2010 Day 2: March 17 th 2010 Day 3: March 24 th 2010 Day 4: March 31 st 2010 6:30 – 9:00 p.m.	<ul style="list-style-type: none"> • Instruction by an expert facilitator • Small interactive classes • Specialized manual and course materials • Personalized certificate of completion 	Afl. 710*,-

*Ask for our group discounts

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