

THE SUPPORT STAFF AND ADMINISTRATIVE ASSISTANT

“Enhancing Efficiency, Organization, and Professionalism in Administrative Support Roles.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Support staff and administrative assistants play a critical role in ensuring smooth office operations and enabling managers and teams to function effectively. Their responsibilities range from organizing schedules, managing documents, handling correspondence, and providing professional support across various departments.

The Support Staff and Administrative Assistant course is designed to equip participants with the essential skills, tools, and professional behaviors required to excel in administrative roles. Through practical exercises, case studies, and interactive learning, participants will develop competencies in time management, organization, communication, and office technology, ensuring they can contribute effectively to organizational success.

Objectives

By the end of this course, participants will be able to:

- Understand the key roles and responsibilities of administrative support staff.
- Develop effective organizational and time management skills.
- Communicate clearly and professionally with colleagues, clients, and management.
- Manage office documentation, correspondence, and records efficiently.
- Use modern office tools and software to enhance productivity.
- Handle workplace challenges and problem-solving effectively.
- Maintain professionalism, discretion, and confidentiality in the workplace.
- Support teams and management to improve overall operational efficiency.

Why Attend

Administrative and support staff are vital for the smooth functioning of any organization. This course provides practical knowledge and hands-on skills to improve efficiency, professionalism, and productivity. Whether you are new to the administrative role or seeking to enhance your existing skills, this program ensures you can perform confidently and contribute effectively to your team.

Target Audience

This course is suitable for:

- Administrative Assistants and Office Support Staff
- Secretaries and Receptionists
- Executive Assistants and Personal Assistants
- Clerical Staff and Office Coordinators
- Professionals looking to improve organizational and administrative skills

Individual Benefits

- Improved organizational and time management skills
- Enhanced professional communication and interpersonal skills
- Ability to manage office documentation and correspondence efficiently
- Increased confidence in handling administrative tasks and responsibilities
- Practical skills in using office tools and software
- Development of professionalism, discretion, and workplace etiquette

Organizational Benefits

- More efficient office operations and workflow
- Improved coordination between staff and management
- Higher accuracy and consistency in documentation and correspondence
- Enhanced team productivity and support to management
- Reduced errors and workplace conflicts
- Development of capable, professional administrative staff

Instructional Methodology

The course uses a practical, hands-on approach:

- Instructor-led sessions with real-world examples and case studies
- Group discussions and interactive exercises
- Hands-on practice with office tools and administrative processes
- Role-playing scenarios for communication and problem-solving
- Continuous feedback, guidance, and personal coaching

Course Outline

- Module 1: Introduction to Administrative Support Roles
- Module 2: Organizational and Time Management Skills
- Module 3: Professional Communication and Correspondence
- Module 4: Office Documentation and Record Management
- Module 5: Scheduling, Meetings, and Event Support
- Module 6: Use of Office Technology and Productivity Tools
- Module 7: Problem-Solving and Handling Workplace Challenges
- Module 8: Professionalism, Confidentiality, and Workplace Etiquette
- Module 9: Supporting Teams and Management Effectively
- Module 10: Capstone Activity - Administrative Task Simulation

Certification

Upon successful completion, participants will receive a Certificate in Administrative Support and Office Assistance, acknowledging their ability to perform administrative duties efficiently, support management, and contribute effectively to organizational operations.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training

Interested in running this course for your team?

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