



corporate training options

**Professionalism in the Office**  
**Proven Techniques for Administrators, Secretaries, and Coordinators**

**Learning Outcomes:**

Upon successful completion of this course, students will have the knowledge to:

- Help you position yourself as a professional
- Discuss techniques for enhancing your professional image
- Provide ideas for expanding skills and responsibilities
- Describe practical ways to communicate for better results
- Provide tips for building relationship and networks

**Prerequisites**

There are no pre-requisites for this course.

**Duration:**

1 Day

**Courseware:**

High quality learning materials are available for purchase by participants.

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**Corporate Training Options**

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart  
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## **Professionalism in the Office** **Training Course Outline**

### **Positioning Yourself as a Professional**

Developing a 'big picture' viewpoint  
It's your choice  
Your attitude and your job  
What is an office, anyway?  
Taking action

### **Enhancing Your Professional Image**

Assessing your image  
The benefits of a professional image  
Updating your office skills  
Becoming more marketable  
Looking professional  
Non-verbal communication or body language  
Remaining politically correct

### **Expanding Your Skills**

Enhancing your role  
Prioritizing work overload  
Setting priorities  
Time-management tips  
Identify your stressors  
Long-range planning  
Using project-management techniques  
Decision making in six easy steps  
Rate your decision-making skills

### **Communicating For Results**

Communication skills  
Writing with confidence  
Writing emails  
Make every letter a sales letter  
Conveying bad news tactfully  
How well do you listen?  
Effective presentation skills  
Using laptops and LCD panels effectively  
Techniques for videoconferencing  
Planning for meetings  
Becoming an effective facilitator  
When your manager travels to a meeting

### **Building Relationships And Networks**

Interpersonal skills  
Understanding your personality  
Building a network  
Professional organisations  
Resolving conflict in your office  
You and your manager: A unique relationship  
Limiting interruptions

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