

Academy of Training

Support Role Skills: Winning Ways With Work and People

Overview

Support staff perform a vital role in any organisation. How they handle their day-to-day responsibilities is of prime importance to the organisation's successful operation and to their own job satisfaction. Equally important is how they relate to the people to whom or for whom they are responsible.

To discharge their responsibilities effectively requires a wide range of skills. Support staff must be able to not only express themselves and communicate well but also deal with a variety of situations and people with different backgrounds and needs. They must be professional, responsible and able to handle the competing demands on their time.

Objective

The aim of this one-day workshop is to assist participants in developing all the key skills to handle both themselves and others more effectively as well as to better handle all the day-to-day responsibilities associated with their jobs.

Content

The content of the programme is as follows:

Adding Value in the Support Role

- Key attributes and behaviours for personal success
- Enhancing personal confidence
- Breaking the barriers and setting goals for the future.

Winning Ways With People

- How to communicate effectively and assertively
- Understanding and handling different personality types
- Handling "difficult people", negative feedback and criticism
- How to negotiate solutions
- How to say "no" without being unhelpful

Winning Ways With Work

- Managing competing requests and a heavy workload
- Time management and personal organisation
- Minute Writing, business letters and e-mails.

Method

The programme is conducted on an interactive basis, using examples and situations drawn from the workplace of participants.

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