



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

### **Administrative Support (2 days)**

Unit Standards 115406 NQF level-5, 15-credits

#### Learning Outcomes

##### Content

- Building Personal credibility
- What the boss Expects
- Rephrasing for better relationships
- Tools of the trade
- Professional Presence
- Dealing with challenges
- Goals for an efficient administrative assistant
- Personality styles
- The importance of communication and communication skills
- Tips and tools for better time management
- Learning to manage stress

