

Being part of the cross-functional team for HR, Secretaries and Recruitment Staff

INTRODUCTION

This course is for all staff working in an administration role as part of a team. In workplaces with ever evolving workloads, it is essential to be able to manage your work in an effective and efficient manner, whilst still being part of the team.

COURSE OBJECTIVES

- **Define** their role within the team
- **Reviewed** the attributes of a team player
- **Identified** the challenges within their role
- **Demonstrated** a method of assessing priorities
- **Practised** the skills of negotiation to deal with conflict situations
- **Identified** systems for managing the daily workload and keeping track of tasks
- **Prepared** an individual action plan for implementation in the workplace

COURSE DURATION: 1 Day Course

COURSE CONTENTS

The role of the team secretary

Defining the nature of the role and teamwork
Setting the boundaries
Identifying the challenges

Handling conflict

Understanding conflict
Question skills
Negotiating an outcome

Managing time

Setting goals and objectives
Planning
Meeting deadlines
Agreeing priorities

Systems and procedures

Managing paperwork – storage and retrieval
Keeping track of tasks and outstanding actions
Using technology to help

Personal Development Action Plan

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