

Administration and Support

<p>Agendas and minutes</p> <p>By the end of this module participants will be able to:</p> <ul style="list-style-type: none">• listen and summarise more effectively at meetings• use two note taking techniques• identify characteristics and types of minutes• writing a meaningful agenda• know a minute taker's role; before, during and after the meeting	<p>Chairing a Meeting</p> <p>By the end of this module participants will be able to:</p> <ul style="list-style-type: none">• list meeting rules before, during and after• understand a chair's role• recognise the importance of the three Vs• have a list of assertive phrases to keep the meeting on track• Managing the meeting types!
<p>The Rules of Email</p> <p>By the end of this module participants will:</p> <ul style="list-style-type: none">• know what help they need with email?• create electronic rapport• get the subject line, opening and closing right• be brief and clear• understand email etiquette	<p>Reception Skills</p> <p>By the end of this module participants will be able to:</p> <ul style="list-style-type: none">• create that all important first impression• project the best self image• identify the dos and don'ts of listening• ask the right questions• handle the angry caller using the 'ABC' technique
<p>Skills for Assistants</p> <p>By the end of this module participants will :</p> <ul style="list-style-type: none">• know what makes an effective assistant?• understand different managers' styles• prioritise time more efficiently• recognise their response styles• communicate more confidently	<p>Better Business Writing</p> <p>By the end of this module participants will better able to:</p> <ul style="list-style-type: none">• avoid jargon and clichés• be active not passive• use the KISS principle• achieve an appropriate tone• identify common writing mistakes• write briefly and clearly