

# Administrative Assistant Masterclass Course

**Module 1: Introduction**

**Module 2: Productivity Tools**

**Module 3: Business Etiquette**

**Module 4: Management of Time in a Smart Way**

**Module 5: Business Writing and Note-Taking System**

**Module 6: Using Business and Excel Spreadsheet**

**Module 7: Dealing with Difficult People**

**Module 8: Minute Taker's Workshop**

## Introduction

- Introduction to Administrative Assistant
- Personal Best and Professional Best
- Improving Your Assertiveness
- Self-Management
- Time Management and To-Do List
- Listening and Asking Questions
- Learning to Say No
- Taking Care of Company Property
- Good Organizational System
- Filing System and Virtual Environment
- Managing Information and Eisenhower Principle
- Create Routines and Stopping Procrastination

## Productivity Tools

- Productivity Mind Map
- Defining Your Priorities
- 80/20 Rule
- Productivity Tools

## **Business Etiquette**

- Fear of Embarrassment
- Handshake
- Business Card Etiquette
- Skill of Making Small Talk
- Making that Great First Impression
- Business Dining
- Demonstration of Business Dining
- Telephone and Meetings Etiquette
- Netiquette: Do not Send and Offend

## **Management of Time in a Smart Way**

- Plan Your Day Right
- Outline Your Day
- Truth About Multitasking
- Time Management Tools
- Pomodoro Technique

## **Business Writing and Note-Taking System**

- Why Write?
- Three Cs
- Word Agreement
- Active and Passive Voice
- Sentences and Sentence Types
- More on Paragraphs
- Readability
- Practical Language and Punctuation
- Writing Business Letter and Its Parts
- Managing Specific Requests
- Reports and Writing Proposals
- Spelling and Proofreading
- Referencing
- Note Taking Methods

- Asana and Evernote
- Audio Players
- Editing and Revising Notes

### **Using Business and Excel Spreadsheet**

- Excel 101
- Customizing the Worksheet
- Sorting
- Conditional Formatting
- Duplicates
- Extracting the Information Needed by You
- Combining and Filtering

### **Dealing with Difficult People**

- Reciprocal Relationships
- Agreement Frame
- Ten Commandments
- Preventing Problems and Changing Yourself
- Causes of Difficult Behavior
- Five-Step Process
- Managing Anger
- De-Stress: Options Helping You to Keep Calm

### **Minute Taker's Workshop**

- Role of Minute Taker
- Skills of a Minute Taker
- Meeting Agreements
- Minutes Styles
- Techniques for Preparing Minutes
- Writing and Editing Minutes
- Taking Minutes in Interactive Meeting
- Meeting Book