



OFFICE ADMINISTRATION

WORKSHOP

JOIN US FOR A 4 DAY VIRTUAL WORKSHOP

■ DATE: OCTOBER 18 - 21

■ TIME: 10 AM - 1 PM

■ COST: FREE!

Priority given to Peel residents

THIS WORKSHOP WILL COVER:

This 4-day workshop focuses on the most important attitudes, skills, and knowledge a professional office administrator should possess. Looking at what a typical day can look like, topics include demonstrating clear, confident verbal, non-verbal and written communication together with critical skills such as listening, asking questions, and recognizing nonverbal messages in a professional setting. We will look at business etiquette issues around office interactions and examine the power of questions to better control calls. The workshop will help you learn how to create and manage the office and your day along with how to set clear goals and objectives for better planning and performance.



Communication Skills

- Understanding Body Language
- Six Basic Principles of Communication
- Verbal and Non-Verbal



Etiquettes and Controlling Calls

- Power of Questions
- Business Etiquette for the Office
- Techniques for Call Control



Organization

- Organizing your schedule
- Keeping on top of your to do list
- Organizing your workspace

Certificate Upon Completion

TO REGISTER: CLICK [HERE](#) FOR INITIAL ASSESSMENT

OR

CONTACT: [CHALKIAS@THELEARNINGPLACE.CA](mailto:chalkias@thelearningplace.ca) | 905-793-5400

Registration closes Friday, October 15, 2021

FOR MORE INFO:

Intake and Assessment Coordinator
905-793-5400 | chalkias@thelearningplace.ca

Workshop will take place on Zoom to ensure proper COVID-19 protocols.

- Registration form with S.I.N. number is required for participation.
- Digital Certificate of Completion will be emailed at the end of the workshop.
- Funded by The Ministry of Labour, Training and Skills Development (MLTSD).

