



OFFICE NINJAS

"Master the Skills. Rule the Workspace"

Professional Excellence: Secretaries & Admin Teams

Duration: 2 Day

Method: Virtual / Face to Face for companies with minimum of Learners

Purpose:

To equip secretaries and admin staff with the soft skills needed to communicate clearly, manage pressure professionally, and deliver outstanding support in today's fast-paced work environment.

Target Audience:

- Office Administrators
- Executive Assistants
- Receptionists
- Personal Assistants
- Secretarial Support Staff

Modules Included:

1. Effective Communication in the Workplace

Outcomes:

- Enhance verbal and written communication skills
- Communicate professionally with colleagues, clients, and executives
- Improve listening and clarity in daily interactions
- Build confidence in phone and email etiquette

2. Time & Office Management Skills

Outcomes:

- Plan, prioritise, and organise daily work efficiently
- Handle multiple tasks and deadlines with confidence
- Minimise distractions and manage interruptions
- Improve filing, scheduling, and record-keeping systems

3. Emotional Intelligence & Stress Management

Outcomes:

- Recognise and manage emotional triggers under pressure
- Stay calm and professional in stressful situations
- Improve workplace relationships through self-awareness and empathy
- Build resilience and work/life balance strategies

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This course showcases Afri Training Institute's ability to deliver **practical, high-quality training** that directly improves admin team performance. By experiencing real value upfront, companies are more likely to invest in **customised, paid workshops** for larger teams, making this a smart lead-generation and brand-trust strategy.

BOOK NOW



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Ashik Ramkelawan: 062 610 3116 | ashik.ramkelawan@afritraining.co.za