

Stellenbosch University

Office Admin & Customer Services Outline

OFFICE ADMIN course outline

Having effective administrative skills are essential in today's work environment. Being organized, punctual, and effective in your communication skills, both written and verbal are crucial if you want to achieve your goals in any endeavour you pursue. Think of it. The current business environment is filled with many sources of information, and you have to take that information and analyse it, prioritize it, and process it to the extent where value is achieved for the organization. Good administrative skills reduce the risk of "things falling through the cracks." Great administrative skills create exponential results that spot potential problems, overcome obstacles, and leverage resources effectively.

The Office Admin workshop will enable you to learn the fundamental skills needed to help you use your resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully.

The Course comprises the following core Modules

- **Getting Organized**
 - Dealing with Email
 - Managing Electronic Files
 - Keeping Track of the Paper Trail
 - Making the Most of Voice Mail
 - Keeping Your Workspace Organized
 - Using a To-Do Book
 - The Extra Mile: Adding Project Management Techniques to Your Toolbox
- **Time Management**
 - Managing Your Time
 - Keeping Others on Track
 - Maintaining Schedules
 - Prioritizing
 - The Secret to Staying on Track
 - Goal Setting
- **Special Tasks**
 - Planning Small Meetings
 - Planning Large Meetings
 - Organizing Travel
- **Communication Skills – Verbal & Non-Verbal**
 - Listening and Hearing: They Aren't the Same
 - Asking Questions
 - Communicating with Power
 - Body Language
 - The Signals You Send to Others
 - It's Not What You Say, It's How You Say It
- **Empowering Yourself**
 - Being Assertive
 - Resolving Conflict

- Building Consensus
- Making Decisions
- **The Team of Two**
 - Working with Your Manager
 - Influencing Skills
 - What to Do in Sticky Situations
- **Taking Care of Yourself**
 - Ergonomics
 - Stress Management
 - Dealing with a Heavy Workload

Customer Services course outline

Each and every one of us serves customers. There is the internal customer & the external customer. This workshop will differentiate between the two and look at all types of customers and how we can serve them better and improve ourselves in the process.

It will enable you to:

- State **what customer service means** in relation to all your customers, both internal and external
- Recognize how your **attitude** affects customer service
- Identify your customers' **needs**
- Use outstanding customer service to generate **return business**
- Build **good will** through in-person customer service
- Provide outstanding customer service **over the phone**
- Connect with customers through **online tools**
- Deal with **difficult customers**

The workshop comprises the following modules.

- **Who We are and What We Do**
 - Who are customers
 - Who are Customer Service Providers
 - What is Customer Service
- **Establishing Your Attitude**
 - Appearance Counts!
 - The Power of a Smile
 - Stay Energized
 - Staying Positive
- **Identifying and Addressing Customer Needs**
 - Understanding the Customers Situation
 - Staying Outside the Box
 - Meeting Basic Needs

- Going the Extra Mile
- Following Up
- Addressing Complaints
- Turning Difficult Customers Around
- **In-Person Customer Service**
 - Dealing with At-Your-Desk Requests
 - Advantages and Disadvantages of In-Person Customer Service
 - Using Body Language to Your Advantage
- **Customer Services on the Phone**
 - Advantages and Disadvantages of Telephone Communication
 - Telephone Etiquette
 - Tips and Tricks
- **Electronic Customer Services**
 - Advantages and Disadvantages of Electronic Communication
 - Understanding Netiquette
 - Tips and Tricks
- **Recovering Difficult Customers**
 - De-Escalating Anger
 - Establishing Common Ground
 - Setting Your Limits
 - Managing Your Own Emotions
- **Understanding When to Escalate**
 - Dealing with Vulgarity
 - Dealing with Legal Threats
 - Dealing with Physical Threats
 - Coping with Insults
- **Ten Things You Can Do to WOW Customers Every Time**