



## Developing Core Skills for Banks Administrators & Secretaries

08 - 12 Jul 2024  
Barcelona (Spain)



# Developing Core Skills for Banks Administrators & Secretaries

**Ref.:** 15208\_246137 **Date:** 08 - 12 Jul 2024 **Location:** Barcelona (Spain) **Fees:** 4900 **Euro**

## Introduction:

This course aims to help you develop the skills needed to be effective at work.

It teaches powerful approaches to handling information including techniques for quickly finding key points in what you are reading and gives great tips on how to organize your thoughts and get your point across in emails, meetings, interviews, and presentations, You'll also learn strategies for dealing with difficult people and organizing your time to better achieve results

## Targeted Groups:

- Anyone wanting to raise personal efficiency levels and improve the effectiveness
- People who want to succeed in an office environment
- All staff working in groups and project teams
- Anyone wanting ideas for handling information overload in daily life

## Course Objectives:

At the end of this course the participants will be able to:

- Improve their effectiveness at work
- Take them to the next stage inefficient reading and note-making techniques
- Update their thinking about managing time and planning for results
- Build their confidence in their ability to remember things
- Help them improve inter-personal communications and team working skills

## Targeted Competencies:

- Techniques for handling information and getting your point across
- Improving communications with "difficult" people
- Dealing with "time stealers"
- The concept of results-oriented time management
- How you can be more effective in your reading, note-making and memory skills

## Course Content:

### Unit 1: Improve Your Effectiveness at Work: Better Reading and Note-Making:

- Your Brain Skills
- How to be a 'Successful' Reader
- How Mastering Note-making Skills Can Help Your Career
- Mind-mapping is a Note-making, Planning, Thinking and Memory Tool
- Mind-mapping software

## **Unit 2: Memory Magic: How to Remember Things?**

- Your Memory Potential How good is your memory?
- Memory Systems Explained The Power of Stories and Imagination
- Remembering Names
- Memory at Work
- Remember What You Read Strategies for Fast, Effective Reading

## **Unit 3: Better Working with Other People:**

- Barriers to Effective Communications
- Strategies for Improving Communications with “Difficult” People
- The Powerful Influence of ‘Body Language’: Speaking without Words
- Giving and Receiving Feedback: The Risks and the Benefits
- Getting Your Point Across: Know What to Say and When to Say It

## **Unit 4: Results-oriented Time Management Strategies:**

- Identifying and Dealing with Time-wasters
- Handling Interruptions How to protect your productive time?
- Planning What you have to do?
- Prioritization What you must do first?
- Save Time When Planning a Presentation

## **Unit 5: Using Core Skills at Work:**

- Making a Presentation
- Thinking and Working in Teams
- How We Learn - and What We Need To Do to Avoid Forgetting
- Tips for Handling Information Overload at Work



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**Registration form on the :  
Developing Core Skills for Banks Administrators & Secretaries**

**code:** 15208 **From:** 08 - 12 Jul 2024 **Venue:** Barcelona (Spain) **Fees:** 4900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

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