

Course : Assistant: the keys to professional efficiency

Practical course - 2d - 14h00 - Ref. APF

Price : 1500 CHF E.T.

★★★★☆ 4,7 / 5

This course shows you how to improve your organization by managing your time and stress constructively and effectively. It provides you with the keys to better positioning yourself in your professional environment and practicing effective communication in all situations.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify the principles of constructive communication
- ✓ Adapting your communication to the context
- ✓ Soothing crisis situations
- ✓ Organize your time for greater efficiency
- ✓ Channeling stress

Intended audience

All assistants who wish to develop their professional skills on the job.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

A practical, participative approach with role-playing, questionnaires, experience-sharing and workshop discussions.

Course schedule

1 Position yourself in your professional environment

- Understand the four communication postures.
- Avoid unsuccessful postures: flight, manipulation, aggression.
- Develop assertiveness when dealing with managers, internal/external customers and suppliers.

Hands-on work

Positioning questionnaire.

PARTICIPANTS

All assistants who wish to develop their professional skills on the job.

PREREQUISITES

No special knowledge required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

2 Effective communication

- Know the basic rules of communication.
- Show empathy.
- Understand your customer's motivational levers.

Group discussion

Workshop in pairs on communication skills.

3 Selling your ideas

- Prepare your speech.
- Define your communication objective.
- Develop an effective sales pitch.
- Bounce back from unexpected retorts.

Exercise

Case studies based on real-life examples from the workplace.

4 Managing crisis situations

- Recognize the different types of conflict.
- Dealing with aggressiveness, assessing the threshold of acceptability.
- Managing negative emotions: fear and anger.
- Reinforce assertive attitudes.
- Saying no.

Exercise

Role-play based on professional conflict situations.

5 Organize your ideas with a mind map

- Discover the mind mapping technique.
- Mapping project organization.
- Make a decision.
- Draw up a detailed, easy-to-read checklist.

Exercise

In pairs, create a mind map that can be reused in professional situations.

6 Managing your time

- Know your own binding messages.
- Optimize your time according to your biorhythm.
- Distinguish between the important and the urgent.
- Spot and neutralize your "time thieves".
- Prioritize tasks.

Exercise

Build a matrix to classify your professional activities.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

7 Managing stress

- Identify stress triggers.
- Understanding and interpreting symptoms.
- Distancing yourself from your own stress and that of those around you.
- Implement simple, effective solutions.

Group discussion

Brainstorming on stress in pairs. Create a roadmap.

Dates and locations

REMOTE CLASS

2026 : 25 June, 23 Nov.