



ADMIN & CORPORATE TRAINING

OFFICE ADMINISTRATION & CLIENT CARE

DURATION

2 Days

PURPOSE OF THIS COURSE

The main aim of this course is to give learners the skills and confidence to manage their own work professionally as well as all administrative duties within a legal practitioner's office. Learners will learn how to deal with clients on a professional manner and understand the importance of client service and to manage client's expectations. They will also learn the skills to ensure the smooth running of the office on a day to day basis.

CERTIFICATION

On completion of the programme, the learner will receive the Law Society of SA/L.E.A.D's Attendance Certificate in Office Administration & Client Care.

WHO SHOULD ATTEND

Legal support staff members who would like to improve their administration skills especially Receptionists, PRO's, Office Administrators, Typists, Messengers and Filing Clerks

LEARNING OUTCOMES

After completion of this training the learner should be able to:

THE LEGAL PRACTICE

- The Legal Practice Act
- The Legal Practice Council
- Rules, Regulations and Code of Conduct



- Compliance in a legal practice
- Policies and Procedure in a legal practice
- File management in a legal practice
- Systems to deal with e-mail, post, docex and the service of documents and pleadings
- Proper telephone etiquette in the work place
- Dress code in a legal practice
- Open office etiquette
- The office administrator's role in budgeting and financial planning
- Describe how to prepare for a meeting and how to take proper minutes of a meeting

INSURANCE

- The different forms of insurance in a legal practice.
- The Legal Practitioners Indemnity Insurance Fund (LPIIF)
- The Legal Practitioners Fidelity Fund (LPFF)
- Short term insurance
- Keyman insurance

FINANCES

- The difference between trust and business money and how to deal with it
- Compliance with legislative and regulatory accounting requirements
- Benefits and risks of electronic banking for a legal practice
- VAT processes around calculation, input, output and the submission of returns
- What is PAYE, responsibilities and the submission of returns
- FICA
- POPI
- BBBEE



LIFE SKILLS

- Time management
- Manage conflict in the work place
- Manage change in the work place
- Identify and manage stress
- The difference between aggressiveness and assertiveness
- Teamwork

CLIENT CARE AND MARKETING

- Brand management and marketing
- Touting and bribing
- Social media and how it can work for you as well as against you.
- Manage client care
- How to deal with a difficult or negative client

LEARNING THAT IS ASSUMED TO BE IN PLACE

Learners need to have a basic knowledge of English as a written language

METHODOLOGY

This course is designed to train administrative support staff to work independently. The course requires learner participation. Skills are practiced throughout the 2 days of training.