



SECRETARIAL Skills

Course Introduction:

This popular training program offers you the opportunity to develop the key secretarial skills that are essential to your success as a Secretary. You will learn how to plan and organize efficiently and to proactively contribute to the successful achievement of your personal goals.

Course Objectives:

On completion of this training delegates will:

- Have developed the skills to make a greater contribution to their manager and team
- Become more pro-active
- Plan, organize and manage their day more effectively
- Use essential project management tools and techniques in their daily functioning
- Improve their customer service skills, with both internal and external customers.

Who Should Attend?

Those employees who perform the tasks within a secretarial or administrative position, wishing to improve their skills, or those who are new to, or about to be appointed to such a position.

Course Outline:

- Managing the relationship with your boss
- Anticipate your boss's needs
- Working with multiple boss's
- How to get organized and stay organized
- Personal efficiency
- How to organize your work-station for improved efficiency
- Organizational Planning
- Learning to delegate
- Managing small projects
- Assertiveness skills for the PA
- Learning how to say NO
- Organizational image
- Customer Service and dealing with difficult people

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

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International Centre For Training & Development

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session