



PERFORMANCE Enhancement for Secretaries

Course Introduction:

Secretarial Skills courses are designed especially for Secretaries of all levels – Secretaries with little prior experience, Executive Secretaries, Personal Assistants, and top-level Management Secretaries. These programs have been designed to improve performance and maximize opportunities for promotion to executive positions. Participants on our Secretarial skills courses will learn effective office organization; written communication skills; verbal communication skills; how to manage time effectively; how to arrange meetings and take minutes; how to manage events; how to organize travel arrangements; as well as more general skills such as how to work within a team and how to manage stress.

Course Objectives:

- Grasp the principles of good grammar and punctuation
- Gain recognition as your boss's backup and representative become the "office writing expert"
- Organize and write memos, minutes, and procedures
- Write and ghostwrite for your boss(es), using appropriate style and tone
- Learn how to write e-mail
- Understand the entire writing process
- Master the principles of grammar and punctuation
- Build your confidence and gain recognition in the office
- Write effective letters for all occasions
- Effectively deal with criticism
- Save time through proven tricks of the trade

Who Should Attend?

This course is ideal for Administrators, Office managers, executive secretaries and personal assistants seeking to build on essential practical skills to improve knowledge of office management and administration duties.

Course Outline:

Writing Overview

- Pinpoint the Basics of Business Writing
- Understand Today's Reader
- Clarify Ideas

Formulas for Editing, Proofreading, and Rewriting

- Review Basics of Grammar

- Eliminate Unnecessary Language
- Edit and Proofread Effectively

Letters That Get Results

- Organize Letters Effectively
- Convey a Warm, Personal Tone

Winning on Paper-Strategies for Success

- Vary Your Sentence Length and Structure
- Subordinate Secondary Ideas
- Highlight Key Ideas
- Design Your Page Effectively
- Gain Recognition through Your Writing

Memos and Minutes

- Organize Logically
- Select a Winning Tone
- State Opinions or Pinpoint Problems
- Write Effective Procedures
- Summarize Effectively

Tricks of the Trade

- Write for Your Boss
- Write Disciplinary Communications
- Become "the Office Writing Expert"
- Apply Time Management Techniques to Writing
- Create a Style Manual for Your Office

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.

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 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

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