

SECRETARIAL & ADMINISTRATIVE SKILLS

Making Effective & Efficient Secretaries, PA & Administrators

Organised by:
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OVERVIEW

This workshop is designed to enhance and improve the secretarial, administrative and people skills of secretaries. The administrative secretary must regularly exercise independent judgment and action, including making frequent decisions in line with delegated responsibilities from a assigned supervisor. As such they must be effective and efficient in their time management and their people skills.

This workshop seeks to equip participants who do secretarial duties with techniques and tools on how to carry out their duties well and manage their own motivation as well as difficult people.

LEARNING OUTCOMES

At the end of this workshop, participants should be able to:

- Articulate and understand their roles and responsibilities in their organization.
- Prepare a concise and informative memos.
- Craft and answer emails with the right tone.
- Enhance their understanding of good sentence structure and good grammar.
- Prioritise tasks and manage their time effectively and efficiently.
- Conceptualise and improve the recording, filing and retrieval systems in their organisations.
- Develop their interpersonal skills.
- Manage conflicts and difficult people.

WHO SHOULD ATTEND

Secretary, Administrators, Personal Assistants
People who would like to enhance their secretarial and administrative knowledge.

COURSE OUTLINE

Day 1

Session 1: Professional Standards

Roles and Responsibilities of secretary and administrator

Meeting expectations

Career path of secretarial and administration professional

Session 2: Getting Organized

Keeping Your Workspace Organized

Using a To-Do Book

The Extra Mile: Adding Project Management Techniques to Your Toolbox

Session 3: Interpersonal Skills

Working with people and "Teaming"

Listening and questioning skills

Session 4: Business Communication Skills

Good writing: Emails, Memos and Mastering English

Session 5: Assertive, Priority, Time Management

Learn to say 'no' and be assertive

Goal Setting

Finding Time- Urgent vs Important, Prioritising

Keeping Others on Track

Maintaining Schedules

Session 6: Special Tasks

Planning Small Meetings and Large Meetings

Organizing Travel

Day 2

Session 7: Managing Conflicts and Difficult People

Causes of Conflicts

Positions vs Interests

Enhancing Emotion Quotient at Work

Session 8: Verbal Communication Skills

Listening and Hearing: They Aren't the Same Thing

Asking Questions

Communicating with Power

Session 9: Non-Verbal Communication Skills

Body Language

The Signals You Send to Others

It's Not What You Say, It's How You Say It

Session 10: Empowering Yourself

Being Assertive

Resolving Conflict

Building Consensus

Making Decisions

Session 11: Working with your Boss

Working with Your Manager

Influencing Skills

What to Do in Sticky Situations

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