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Professional Secretarial And Administration Skills

Introduction

As an essential member of the team, the effective administration personnel must maintain high levels of service delivery to ensure the achievement of organizational objectives.

This programme highlights the importance of this role within a company and aims to provide the skills with which the effective administration job holder can contribute fully to the organization's success.

Who Should Attend?

- Secretaries
- Office Managers
- Sales officials
- Anyone aspire to improve his skills in this field

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Objectives

This programme aims to provide participants with detailed information on how to prepare for and handle their duties successfully and a 'toolkit' of skills and techniques for managing the demands of their role, including time management. It also aims to build confidence of participants and encourage a practical approach to their job.

Contents

The administration role and the manager's role

- Understanding the structure of organizations and the business environment in which you operate
- The management function and the secretary's role within it
- The importance of clear role interpretation - understanding and responding to each other's needs - The Role of the Manager
- Deepen your understanding of your manager's challenges
- How to manage your manager
- Managing more than one boss and adapting to their preferences

Filing Systems

- Why should organizations have a good filing system
 - Important things to know about filing

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- How to set up a filing system
- Filing procedure, maintenance and safety
- Example of a filing key

Effective Administration of Meetings

- The Best and the Worst of Meetings
- Preparing for Meetings
- Designing slides and incorporating graphics
- Room setup, equipment and trouble shooting
- What is a "Complete" meeting agenda?
- Taking Minutes in an Interactive Meeting
- Techniques for Preparing Minutes

Managing yourself

"If you want to manage somebody, manage yourself. Do that well and you'll be ready to stop managing and start leading. "

- Dealing with difficult personalities
- Managing stressful situations - How to stay calm
- Making a decision - Does your boss permit you to take initiative?
- Taking Greater Control and Responsibility
- Increasing your influence and others' confidence in you
- Solving problems effectively in the work environment
- Learning to Say "NO" and still win the other person
- De-Stress Options You Can Use Right Now