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Qualities And Ethics Of A Successful Secretary

Introduction

The roles of administrative professionals in business are continually evolving. This exciting and interactive master-class is designed to provide you with the opportunity to review and develop your interpersonal and professional skills to maximize your effectiveness. In this master-class you will discuss how to:

- enhance your skills to enable you to work at a higher level
- appreciate the value and importance of your role
- understand your business in order to work effectively
- use communication skills to your advantage and to the benefit of your organization
- develop your interpersonal skills to improve your working practice

Who Should Attend?

- Administrative professionals who want to develop and enhance their role within their organization

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

- build and improve upon your existing skill sets
- develop your role and become more proactive
- identify ways to expand your knowledge of the company and business area
- have more control over your time and work output
- develop and apply your interpersonal intelligence
- manage your manager to mutual advantage
- write more effective letters, e-mails and other forms of business correspondence
- support and make memorable presentations

Contents

DAY 1 - Building on existing skills and developing the role/ Organizational skills and time management

- What is your role?
- Becoming more proactive
- Self-development and expanding your knowledge of the business
- Organizational skills
- Planning and prioritizing - taking control over your work load

DAY 2 - Organizational skills and time management (cont.)/Dealing with change

- Goal setting
- Time management under pressure
- Managing stress in self and others
- Coping with, and taking advantage of, change in the work environment

DAY 3 - The importance and value of communication skills

- Why are communication skills so important?
- Expressing yourself with clarity
- Spoken, written and remote communication - differences and implications
- Telephone techniques
- Writing more effective business letters and e-mails
- Improving reports - structure, relevance, layout and editing
- What makes a good presentation - tips to excellent presentations

DAY 4 - Managing your manager and raising your profile

- Image management
- Building an effective working relationship with your manager
- What is expected of you?
- Using your skills to enable your manager to concentrate on his/her priorities
- Delegating and improving the quality of delegation received
- Working as a team

DAY 5 - Interpersonal intelligence and influencing skills

- Being a team player and flexibility
- Understanding yourself and other people
- Influencing skills - gaining support and cooperation of others
- Improving self-confidence
- Assertiveness
- Resolving conflict
- Giving and receiving feedback
- Taking forward ideas for improvement
- Action planning