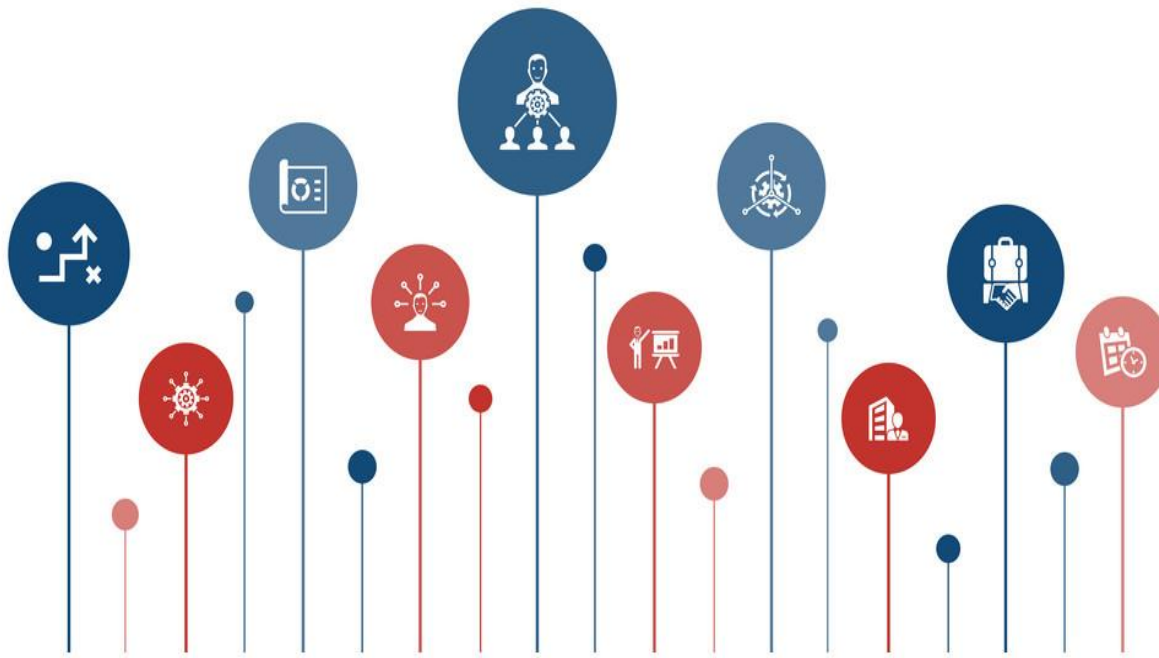


ADMINISTRATION

CREATIVE CONCEPT



Effective Secretarial Skills Masterclass

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Effective Secretarial Skills Masterclass

Introduction:

The roles of secretaries and administrative professionals in business are continually evolving. This exciting and interactive course is designed to provide you with the opportunity to review and develop your interpersonal and professional skills to maximize your effectiveness. By attending this master class, you will be able to return to work having learnt how to expand your role and deal with business situations more effectively. You will also have the confidence to use these skills and thus raise your profile in your company. You will have an action plan to put into practice. This course will enable you 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 personnel, Supervisors, Administration Officers, Secretaries, Administrative Personnel, Clerks, Document Controllers, Executive Secretaries, Administrative Assistants, Assistant Controllers, Data Loaders, Camp Admins, Projects Administrators, Technical Assistants, Office Administrators & Managers, HR Officers, PA's & Secretaries, Records Officers, Events Planners & Designers, Event Managers, Project Coordinators, Customer Service Personnel, Procurement Officers, Support Staff, anyone involved in office management and administration skills and practices, Office Administrators, Office Professionals, Supervisors of

clerical and administrative staff, Executive Secretaries, Personal Assistants, Admin Staffs, Document Controllers, IT Management , Technical staff, Document and Records Management personnel, Records Management Supervisors, Suppliers, Solution Providers and Vendors, Executives, Users of Records Management, Users of Document & Enterprise Content Management, Personnel seeking to enhance their skills

Course Objectives:

At the end of this seminar participants will:

- Build and improve upon existing skill sets
- Understand how to develop your role
- Write more effective correspondence
- How to give memorable presentations
- Become more proactive
- Understand ways in which you can expand your knowledge of the company and business area
- Learn ways to manage your manager
- Discuss interpersonal intelligence and how it can improve your working practice
- Be aware of how to take some control over your time and work output

Course Outline:

Building on Existing Skills

- What is your role?
- Organizational skills
- Planning and prioritizing
- Time management under pressure
- Customer service skills and telephone techniques

Developing the Role

- Discuss how you can expand your knowledge of the business

- Ways to become more proactive
- Take some control over your work load
- Cope with and take advantage of change in your work environment
- Goal setting

The Importance and Value of Communication Skills

- Why are communication skills so important?
- Discuss ways to improve your confidence
- Talk about how to be more assertive in the workplace
- Improve your listening skills
- Write more effective business letters and e-mails
- Learn how to structure reports
- Tips to giving excellent presentations

Managing Your Manager and Raising Your Profile

- Image management
- Building an effective working relationship with your manager
- What is expected of you?
- Your working style
- Understand how to be effective in meetings
- Working as a team
- Learn to delegate
- Using your skills to enable your manager to concentrate on his/her priorities

Interpersonal Intelligence

- Understanding people

- Expressing yourself with clarity
- Asserting your needs
- Giving and receiving feedback
- Influencing skills
- Resolving conflict
- Being a team player
- Being flexible