



Telephone: 00971-2-6452630

The Senior Secretary Development Program

Introduction:

The Senior Secretary holds a key position of influence and a powerful partnership with the senior management team. Success in this role has a direct effect on the success of executive operations. The Senior Secretary who understands the role and pressures of management and even thinks like the team will achieve improved performance, outstanding results and respect from superiors and the executive team.

This course will expose the candidates to a variety of personal and organizational development skills, knowledge and competences designed to improve the effectiveness of individuals in the workplace and their working relationships with colleagues and clients. This course seeks to supplement the candidates' current set of capabilities and competence by:

- Presenting them with an additional set of competences to add to your skills portfolio
- By using interactive team and group exercises to practice the skills learned
- By presenting a series of video's to supplement the theories & learning presented
- Interaction with fellow students from a variety of different organizations for learning & networking
- By developing your skills and capabilities for the future
- By concentration on developing your people and social skills

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

Course Objectives:

At the end of this seminar participants will:

- Create opportunities for personal development and accepting the challenges when they arise
- Manage themselves, their subordinates, their colleagues and their boss more effectively
- Develop the competence & managerial aspects of their roles
- Improve your confidence, assertiveness and communication skills
- Manage the stress and pressure in an increasingly challenging environment
- Understand your own and others personality & its effect on behavior
- Make better and more effective decisions
- Communicate better with a wide range of people
- Negotiate with other more effectively
- Use a variety of time tools effectively
- Improvement in memory skills
- Motivate themselves and others
- Analyze their performance for future development opportunities

Course Outline:

Defining and Developing the Role

- The Executive PA - your vital partnership with management
- Defining the responsibilities and authority of your role. Biases & prejudice
- Identifying ways of broadening your role and creating opportunities to increase your responsibilities
- Developing the managerial aspects of your role
- Essential management skills planning for development

- Identifying and overcoming barriers to your success
- Understanding your own and others personality & subsequent behavior

Effective Communication

- Interacting with others and networking for success - getting yourself seen and heard
- Developing and advancing your relationship with your manager/director
- Improving your communication skills
- Negotiating, influencing, persuading and delegating

Developing Confidence

- Trusting your initiative and judgment
- Saying "no" constructively
- Problem solving & decision making tools
- Team roles and interaction with others

Developing and Improving Key Skills

- Improving your confidence and assertiveness
- Practicing effective time management skills
- Concentrating, thinking, listening and making decisions under pressure
- Conflict management
- Improving your memory

Getting Results

- Benefiting from key motivation techniques - motivating yourself, your subordinates and your boss
- Achieving results through others

- Managing stress and pressure that comes with change and challenge
- Measuring your performance based on objectives, standards, responsibilities set and achieved
- Preparing for your development
- Action planning