

# CONVINCING BUSINESS COMMUNICATION SKILLS FOR PROFESSIONAL SECRETARIES

Administration  
and Customer  
Service  
Series

## OVERVIEW

A Professional Secretary is a business coordinator who is central to all the different business processes in the organization. The primary function is to manage the flow of information between the different areas or modules of the business.

## WORKSHOP OBJECTIVES

- Responsible for assisting the director or manager with various initiatives and objectives.
- Assist director and other managerial staff.
- Manage administrative functions to ensure smooth and efficient operations of the organization.
- Support the organization's strategic alliances and partnership.
- Ensure performance goals are met and set.
- Fulfill duties delegated by director.
- Attend and preside over meetings.
- Participate in strategic planning.
- Represent the organization to the public, key stakeholders and business partner.
- Plan and implement the annual calendar of activities including fundraising initiatives, special events and the official administrative acts.
- Create presentations for meetings.

## WHO SHOULD ATTEND?

- Company Secretary, Professional Administrator, Assistant Managers, Executive, Administrator and those who deal with stakeholders for Administrative Purposes.



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