

# EXCELLENT SECRETARIES & ADMINISTRATIVE ASSISTANTS

## OVERVIEW

The speed of change is increasing. The momentum of work is getting faster. Employees must change at least to a similar rate to reach the organisation's goals. Let them understand why this is so and how they can reach their highest potential ever imagined.

The objectives of this program is to impart important skills and knowledge required for secretaries and administrative assistant through learning the much needed techniques, and use them effectively to achieve company's goals and produce positive results.

## OBJECTIVES

- Project a professional image for the company and for yourself
- effectively carry out your planned daily task
- handle calls in a proper and professional manner'communicate effectively in writing and verbal
- solve problem with the best solutions

## COURSE OUTLINE

- The office and you
- professional image and courtesies
- time management
- professional telephone etiquette
- effective communication
- problem solving techniques

## WHO SHOULD ATTEND?

Secretaries  
Administrative Assistant  
Support staff



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