

SECRETARIAL & ADMINISTRATIVE SKILLS

AVAILABLE FOR OFFLINE & ONLINE

Administration
and Customer
Service
Series

OVERVIEW

This program is designed to equip participants with comprehensive knowledge and practical skills necessary for success in their roles. Key objectives include:

1. **Thorough Preparation:** Provide detailed information on how to effectively prepare for and manage their duties.
2. **Skill Development:** Offer a toolkit of skills and techniques for managing the demands of their role, including essential time management strategies.
3. **Confidence Building:** Enhance participants' confidence in their abilities to perform their responsibilities effectively.
4. **Practical Application:** Encourage a practical approach to their job, allowing participants to apply learned concepts in real-world scenarios.

By the end of the program, participants will be better prepared to excel in their professional roles.

OBJECTIVE

Understand Organizational Dynamics: Gain a better understanding of their organization and the business environment in which it operates.

Recognize Professional Role: Acknowledge their professional role as part of the team and develop strategies to enhance their service provision.

Develop Top Secretary Skills: Identify and develop the skills, knowledge, and attitude of an exceptional secretary.

Build Meaningful Relationships: Create meaningful relationships with colleagues at all levels.

Effective Communication: Develop strategies for planning and organizing work, including effective techniques for creating impactful letters, memos, and emails.

Utilize Systematic Approaches: Adopt a systematic approach to decision-making and problem-solving, leveraging the internet to enrich their decisions.

WHO SHOULD ATTEND?

- ✔ Secretaries
- ✔ Administrators
- ✔ Personal Assistants
- ✔ Individuals Seeking to Enhance Their Secretarial and Administrative Skills
- ✔ Professionals Aiming to Improve Their Organizational and Communication Abilities