

EXECUTIVE SECRETARIES DEVELOPMENT PROGRAM

AVAILABLE FOR OFFLINE & ONLINE

Administration
and Customer
Service
Series

OVERVIEW

This is an interactive and challenging workshop that will develop your skill set to manage your work life beyond the ordinary! Develop your purpose in the organization and position your personal brand as an essential part of the changing business environment. Use case studies and questionnaires to develop self-awareness, negotiation skills and risk management in project environments. Gain the confidence to present your ideas and yourself at all levels.

WHO SHOULD ATTEND?

- ✔ Personal Assistants
- ✔ Executive Assistants
- ✔ Secretaries
- ✔ Project Assistants
- ✔ Administrative Assistants
- ✔ Receptionists

OBJECTIVE

Understand your boss's needs and establish a stronger professional relationship.

Prepare effectively for the arrival of a new boss and organize your workflow efficiently.

Master project management and event planning techniques.

Enhance your value in the organization through performance appraisals and communication strategies.

Manage your boss's diary and emails using effective internet tools.

Develop assertiveness and win-win negotiation skills without causing offense.