

# THE ESSENTIAL SKILLS FOR PERSONAL ASSISTANTS & SECRETARIES



## OVERVIEW

In this ever evolving economic environment, all of us need to make strategic revolution to excel in our duties and responsibilities to remain relevant and excel to keep pace with the society demands and live up to our superior expectations.

The dynamics of the global business world is changing so fast that we will be left behind if we do not evolve and chart a new direction of competing in the global market.

## OBJECTIVES

- Become a multi-tasking employee
- Effectively manage your time
- communicate diplomatically and effectively
- Make Strategic changes to continuously improve
- Make continuous improvements to pursue excellence
- identify and handle difficult peers and subordinates

## COURSE OUTLINE

- Critical Success Factors towards High Performance
- Managing your career path & direction
- Know your KSA (Knowledge, Skills and Attitude)
- Leverage your KSA and Improvise
- Effective Communication for "Win-Win" Outcomes
- Managing Difficult Personalities



## WHO SHOULD ATTEND?

- Clerk
- Administrative Assistants
- Administrative Executives
- Office Administrators
- Secretaries
- Personal Assistant
- Frontlines



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