

Secretarial & Admin

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Advanced Administration & Office Management Skills

Course Description:

The function of administrative management demands ever-increasing skills of organising, communicating, delegating, planning and problem solving. This programme analyses the present position of the participants and develops the skills and strategies required to improve their overall performance. The application of ideas and techniques to their on-the-job situation ensures that the course is relevant to individual needs.

They are expected to produce the highest professional standards and set standards of secretarial duties throughout the organization. They must also work to excellent personal organization and be effective time managers.

They may have additional responsibilities and act as the direct point of contact for company managers and directors. Their tasks, also includes the handing of highly confidential and sensitive information.

This course is designed to identify the role and responsibilities involved and responsibilities expected to be carried and how they can be executed with the highest professional standards.

Learning Objectives:

Participants will learn the role of the executive secretary and modern techniques of personal effectiveness, time management, managing information, effective communication and teamwork skills. Also handing sensitive and confidential information and organizational effectiveness to a high level of efficiency.

Course Duration: Five Days

Who Should Attend:

Executive and Senior Secretaries, Administrative Staff and those who can benefit from the introduction of new ideas with regard to the conduct of their current or future positions.

Course Objectives:

- To enhance attendees effective communication skills through practising techniques, developing understanding of others and increasing self awareness.
- To understand and Practise the skills and approaches for achieving successful outcomes and harmony in their working relationships.
- To develop the skills & techniques for writing memos, letters and emails
- To give necessary knowledge to apply the skills and techniques of assertiveness and basic personnel handling techniques.
- To understand and deal with changes in their workplace and relationships.
- How to maintain confidentiality and handle sensitive information.

Daily Contents:

First Day:

- Introduction – Course Overview and Objectives
- Personal goals Identifying potential focus points required by participants through their completion of Self Assessment Questionnaire
- The Modern Office Environment with emphasis on Health and Safety issues
- Setting and Maintaining Professional Standards
- Corporate Image and Client Interface
- Creating and Distribution of Internal Memos
- Coping with Cultural Diversity in the Workplace
- Group Interaction

Second Day:

- Basic Management Concepts; Goal Identification, Setting Priorities, Implementation, Assessment
- Personal Organization skills
- Measuring Personal Effectiveness
- Improving Personal Effectiveness
- Techniques of Effective Time Management
- Conquering and Managing Paper Clutter
- Effective Utilization of Available Technologies

Third Day:

- Human Resource Assessment/Utilization – Delegation/ Motivation
- Effective Communication Techniques – Oral and Written
- Effective Listening Techniques

- Office Ethics
- Handling situations and Assertiveness
- Group Interaction

Fourth Day:

- Teamwork – Definition and Theory
- The Japanese Model
- The Role of the Secretary in the Modern Organizational Team
- Job Satisfaction
- Office security
- Handling sensitive information
- Ensuring confidentiality

Fifth Day:

Scenarios – Practical Problem Solving:

- The Boss
- Managing Conflicts
- Client Relations
- Family vs Workplace Conflicts
- Group Discussions

- **Course Summary**

- **Course evaluation**

Advanced Administration & Secretarial Skills Office Management & Admin Skills

Course Description:

The function of administrative management demands ever-increasing skills of organising, communicating, delegating, planning and problem solving. This programme analyses the present position of the participants and develops the skills and strategies required to improve their overall performance. The application of ideas and techniques to their on-the-job situation ensures that the course is relevant to individual needs.

They are expected to produce the highest professional standards and set standards of secretarial duties throughout the organization. They must also work to excellent personal organization and be effective time managers.

They may have additional responsibilities and act as the direct point of contact for company managers and directors. Their tasks, also includes the handing of highly confidential and sensitive information.

This course is designed to identify the role and responsibilities involved and responsibilities expected to be carried and how they can be executed with the highest professional standards.

Learning Objectives:

Participants will learn the role of the executive secretary and modern techniques of personal effectiveness, time management, managing information, effective communication and teamwork skills. Also handling sensitive and confidential information and organizational effectiveness to a high level of efficiency.

Course Duration: Five Days

Who Should Attend:

Executive and Senior Secretaries, Administrative Staff and those who can benefit from the introduction of new ideas with regard to the conduct of their current or future positions.

Course Objectives:

- To enhance attendees effective communication skills through practising techniques, developing understanding of others and increasing self awareness.
- To understand and Practise the skills and approaches for achieving successful outcomes and harmony in their working relationships.
- To develop the skills & techniques for writing memos, letters and emails
- To give necessary knowledge to apply the skills and techniques of assertiveness and basic personal handling techniques.
- To understand and deal with changes in their workplace and relationships.
- How to maintain confidentiality and handle sensitive information.

Daily Contents:

First Day:

- Introduction – Course Overview and Objectives
- Personal goals Identifying potential focus points required by participants through their completion of Self Assessment Questionnaire
- The Modern Office Environment with emphasis on Health and Safety issues
- Setting and Maintaining Professional Standards
- Corporate Image and Client Interface
- Creating and Distribution of Internal Memos
- Coping with Cultural Diversity in the Workplace
- Group Interaction

Second Day:

- Basic Management Concepts; Goal Identification, Setting Priorities, Implementation, Assessment
- Personal Organization skills
- Measuring Personal Effectiveness
- Improving Personal Effectiveness
- Techniques of Effective Time Management
- Conquering and Managing Paper Clutter
- Effective Utilization of Available Technologies

Third Day:

- Human Resource Assessment/Utilization – Delegation/ Motivation
- Effective Communication Techniques – Oral and Written
- Effective Listening Techniques
- Office Ethics
- Handling situations and Assertiveness

- Group Interaction

Fourth Day:

- Teamwork – Definition and Theory
- The Japanese Model
- The Role of the Secretary in the Modern Organizational Team
- Job Satisfaction
- Office security
- Handling sensitive information
- Ensuring confidentiality

Fifth Day:

Scenarios – Practical Problem Solving:

- The Boss
- Managing Conflicts
- Client Relations
- Family vs Workplace Conflicts
- Group Discussions

- **Course Summary**

- **Course evaluation**

ADVANCED ADMINISTRATIVE WORKSHOP

THE TRAINING NEED:

As the administrator's role develops, he/she needs to constantly stay ahead of the game. Only by developing a high level of interpersonal and communications skills can this be achieved. No longer are administrators merely clerical assistants; their roles now require a diverse range of managerial skills to ensure optimal performance and productivity.

THE TRAINING DURATION: 3 day course.

WHO SHOULD ATTEND:

Pre-requisite: Office Management & Administration Skills

Due to the level of content covered in these workshops, only delegates who have completed the pre-requisite course are advised to attend.

COURSE AIM:

To build upon previously acquired skills, enhancing personal strengths and identifying key areas for further development.

METHODOLOGY:

The learning methods used are interactive, primarily through discussion, practical exercises, role play and case studies in a workshop environment. There will be self and peer assessment.

COURSE CONTENTS:

MODULE 1

ANALYSIS OF PERSONAL STRENGTHS AND WEAKNESSES

Changing roles and responsibilities; developing key skills.

MODULE 2

SPEED READING

Reading under pressure; remembering what you need to remember; reading technical material with confidence.

MODULE 3

REPORT WRITING

Planning, preparation and delivery; formats & layout; writing with confidence.

MODULE 4

ADVANCED TELEPHONE SKILLS

Tips and techniques for effective use of the telephone; dealing with internal and external calls; difficult callers; international callers.

MODULE 5

TEAM BUILDING

Working successfully in teams; effective communication skills; difficult personalities.

MODULE 6

PEER-LED WORKSHOP

Learning from your peers; interactive question and answer session.

MODULE 7

MANAGING CHANGING

Coping with change in the workplace; unpopular decisions; positive negotiations; implementing change.

MODULE 8

OFFICE PROBLEM SOLVING

Brainstorming; collating ideas; effective solutions to daily problems.

Advanced Administration Secretarial & Effective Office Management Workshop

Course Description:

Experienced and efficient Executive Secretaries are an asset and contribute to overall management of organizational office efficiency. Their tasks and busy schedule when supporting the management team requires them to make priority decisions and work smart.

Learning Objectives:

This workshop is designed to focus on the skills and techniques required by Executive and Senior secretaries to manage a smooth office routine and implement good administrative systems.

It will also focus on their practical skills, personal development and the techniques for handling workloads, dealing with priorities and effective communications skills.

The program will be interactive individual and include individual and team role play, in order to develop a dynamic personal action plan and positive thinking methods.

Who Should Attend:

Executive and senior secretaries, also experienced administrative staff who are working in medium large organizations.

Workshop Outline:

- Working as a Team Player in a Dynamic Business Environment
- Setting Workload Priorities and Goals
- Effective and Efficient Time Management
- Successful Communications Skills
- Active Listening: Skills and Techniques
- Handling Stressful Situations
- Developing Productive Working Relationships
- Individual and Team Role Play Scenarios
- Discussions and summary.

Advanced Administration & Executive Secretarial Skills

Course Description:

The function of administrative management demands ever-increasing skills of organising, communicating, delegating, planning and problem solving. This programme analyses the present position of the participants and develops the skills and strategies required to improve their overall performance. The application of ideas and techniques to their on-the-job situation ensures that the course is relevant to individual needs.

They are expected to produce the highest professional standards and set standards of administrative and secretarial duties throughout the organization. They must also work to excellent personal organization and be effective time managers.

They may have additional responsibilities and act as the direct point of contact for company managers and directors. Their tasks, also includes the handling of highly confidential and sensitive information.

This course is designed to identify the role and responsibilities involved and responsibilities expected to be carried and how they can be executed with the highest professional standards.

Learning Objectives:

Participants will learn the role of the executive secretary and modern techniques of personal effectiveness, time management, managing information, effective communication and teamwork skills. Also handling sensitive and confidential information and organizational effectiveness to a high level of efficiency.

Course Duration: Three Days

Who Should Attend:

Executive and Senior Secretaries, Administrative Staff and those who can benefit from the introduction of new ideas with regard to the conduct of their current or future positions.

Course teaching methods and approach:

The course will be conducted throughout by the use of 'Student centred learning techniques' which will include group discussion and feedback, presentations, role plays and various management exercises as well as a comprehensive evaluation process at the conclusion of the programme.

Course Objectives:

- To enhance attendees effective communication skills through practising techniques, developing understanding of others and increasing self awareness.
- To understand and Practise the skills and approaches for achieving successful outcomes and harmony in their working relationships.
- To develop the skills & techniques for writing memos, letters and emails
- To give necessary knowledge to apply the skills and techniques of assertiveness and basic personal handling techniques.
- To understand and deal with changes in their workplace and relationships.
- How to maintain confidentiality and handle sensitive information.

Daily Contents:

First Day:

- Introduction – Course Overview and Objectives
- Personal goals Identifying potential focus points required by participants through their completion of Self Assessment Questionnaire
- The Modern Office Environment with emphasis on Health and Safety issues
- Setting and Maintaining Professional Standards
- Corporate Image and Client Interface
- Creating and Distribution of Internal Memos
- Coping with Cultural Diversity in the Workplace
- Basic Management Concepts; Goal Identification, Setting Priorities, Implementation, Assessment
- Personal Organization skills
- Measuring Personal Effectiveness
- Improving Personal Effectiveness
- Techniques of Effective Time Management
- Conquering and Managing Paper Clutter

Second Day:

- Human Resource Assessment/Utilization – Delegation/ Motivation
- Effective Communication Techniques – Oral and Written
- Effective Listening Techniques
- Office Ethics
- Handling situations and Assertiveness
- Teamwork – Definition and Theory
- The Japanese Model
- The Role of the Secretary in the Modern Organizational Team

- Effective Utilization of Available Technologies

Third Day:

- Office security
- Handling sensitive information
- Ensuring confidentiality

Case Studies – Practical Problem Solving:

- The Boss
- Managing Conflicts
- Client Relations
- Family vs Workplace Conflicts
- Group Discussions
- Group Exercises

- **Course evaluation**
- **Course Summary**

Call Centre and Help Desk

Course Introduction:

Whether operating in an Internal or External position the Professionalism, Attitude and The Image of the Call Centre or Help Desk can make all the difference to Customers confidence and Satisfaction.

Unless the personal service handling skills of the call Center or help desk operators are impeccable the image of the organisation or department will be damaged and customers will become frustrated and go elsewhere and consequently business lost.

Course Objectives:

This course will give the participants the skills and knowledge to be successful and competent in:

- Understanding the Importance of Image and the Role of the Call Center and Help Desk Staff
- Confidently handle internal and external telephone calls using correct techniques and meeting customer's expectations
- Offering a Quality Service
- Prioritising workloads and Identifying Critical problem solving
- Create a the best 'First Impression' to clients and customers by active listening and 'Customer Helpful' techniques
- Handling difficult Inquiries and situations through developing skills and techniques
- Security and Sensitive Information Handling
- Developing further Call Centre and Help Desk Skills
- The Diplomacy Aspects involved

Course Duration: Two days

Who Should Attend:

Personnel who are involved in handling Inquiries and Calls including: Help Desk Support and Call Centre Personnel. Also great asset and Interest to Secretaries Bank Clerks, Receptionists and Administrators from all Service Industries.

Program Support:

This program is supported by interactive role play and practical activity with discussions to maximize participant involvement.

Course Contents:

Day One

- **Customer Centred Activities, Attitude and Image**
 - Customers Perception and Customer Care
 - The Human Aspects
 - Essential Handling & Communication Skills
 - Personal Assets Evaluation
 - Organizational Image and First Impressions

- **Effective Customer Relations**
 - What Creates Good Customer Relations
 - What creates a Bad Image
 - Dealing with different caller's personalities

- **Techniques for Complaint Handling.**

- **Quality Customer Care**
 - Effective handling of internal and incoming calls
 - Developing Confidence and Rapport
 - Telephone Management
 - Methods & Tools

- **Quality Customer Care Developing Excellent Handling Techniques**
 - Customer Care and Handling What is communication?
 - How to Project Yourself.
 - The Positive Art of Listening.

Day Two:

- **Barriers to Effective Communication**
 - Misunderstandings
 - Correcting Mis-understandings

- **Planning and organizing to take calls**
 - Prioritizing
 - Critical Calls Handling

- **Question techniques**
 - Obtaining the correct Information
 - Directing the inquiry
 - How to ask diplomatic questions

- Transferring wrongly directed calls.
- **Message Taking, Call Logging Techniques and Recording**
- **Handling Challenging Customers and Inquiries**
 - Handling Complaints and Defusing Situations
 - Persuasion Techniques
 - Problem Solving
 - Win – Win approaches
- **Customer Guidance**
 - Personal Knowledge
 - Company Knowledge
 - Technical limitations
- **Making the most of incoming sales calls**
 - Company Beneficial opportunities
 - Sales Aspects
 - Creating long term relationships
- **Security and Sensitive Information Handling**
- **Role-play and Practical Telephone Evaluations, (if facility available)**
- **Further Telephone Skills Development**
- **Personal Action Plans**
- **Group Discussions**
- **Course Evaluation**
- **Course Summary**

DOCUMENTATION DEVELOPMENT / PROCEDURE WRITING

Course Introduction:

The processes involved in correct construction of documentation are required to be systematic to ensure consistency for readers. This course is designed to give a greater understanding to the documents instigator / writer how to properly design, construct and present concise documents that offer clear and understandable information in its most presentable layout and format. It also involves the procedures required in the documents processing.

Course Objectives:

This course will enable the participants to:

- Understand the process and procedures of Documentation and Writing

Course Duration: Two Days

Program Support:

This program is supported, where appropriate by interactive discussions to maximize the participant's involvement and learning potential. Several examples of process systems will be available and will be discussed in detail.

Who Should Attend:

All levels of personnel involved with documentation systems and processes.

Course Contents:

- Communication of Policies and procedures
- Objectives of procedures

- Concepts of work processes – Macro Process owners, stakeholders , suppliers, internal customer, external customers
 - Document control requirements
 - Techniques and skills employed in writing technical, operating and administrative procedures / instructions
 - Regulations and standards for procedures
-
- Deciding what procedures are needed
 - Gathering information for a procedure
 - Formatting
 - Flowcharts
 - Charts and Illustrations
 - Managing changes to procedures
 - Benefiting from improvements during process documentation
 - Building of quality manuals
 - Organizing the Contents
 - Need for and the development of Quality plans
 - Record keeping
 - Standards and guidelines documentation
 - Advantages to having written procedures
 - Training and change control
 - Case studies
 - Practical Exercises
 - Discussions
 - Course Summary & Evaluation

A C U M E N >>>

HRD AND TRAINING

COURSE SUMMARY

EFFECTIVE OFFICE MANAGEMENT AND ADMINISTRATIVE SKILLS

THE COURSE DURATION:

This is a 3-day course.

THE TRAINING NEED:

The function of administrative management demands ever-increasing skills of organising, communicating, delegating, planning and problem solving. This programme analyses the present position of the participants and develops the skills and strategies required to improve their overall performance. The application of ideas and techniques to their on-the-job situation ensures that the course is relevant to individual needs.

WHO SHOULD ATTEND:

Administrators and managers who need to improve their effectiveness in supervision, delegation time-management, conflict, stress management and communication skills.

COURSE AIM:

To build on the participants present managerial, administrative, organisational and communicative skills.

COURSE OBJECTIVES:

- To analyse the Role of the Administrative Management Function
- To identify the Ideology, Values, Culture and Structure of your Company
- To practise Communication Skills including Meetings
- To develop strategies for Planning and Goal Setting
- To explore Problem Solving Techniques
- To develop skills to Deal with Conflict in the Workplace
- To Build and Manage a Successful Team
- To develop Productive Work Relationships in a Multicultural Environment
- To practice the Skills of Time and Self Management
- To examine the Causes and Effects of Stress
- To develop Strategies for Dealing with Stress
- To measure Personal Effectiveness at Work
- To develop a Personal Action Plan

METHODOLOGY:

The learning methods used will be interactive with a mixture of lecture, discussion video, practical exercises and role-play in a workshop environment. There will be self and peer assessment.

COURSE CONTENT:

MODULE 1

THE ROLE OF MANAGERS

Direct, Communicate and Motivate
To Plan and Set Goals within Organisational Aims and Objectives
Organise and Train Staff
Control and Process People and Processes
Solve Problems and Make Decisions

...over

2/3 EFFECTIVE OFFICE MANAGEMENT AND ADMINISTRATIVE SKILLS

MODULE 2

THE ORGANISATION

Ideology, Values and Culture
The Structure of Organisations
The Structure of your Company and Department
Staffing and Training Policies – Job Descriptions and Person Specifications

MODULE 3

COMMUNICATION

Written Communication – Choosing the Right Medium – Building a Powerful Business Vocabulary
Meetings Procedures, Documentation and Effective Chairing, Listening and Note-Taking Skills
Projecting a Professional Image

MODULE 4

PLANNING AND GOAL-SETTING

Defining Planning and Goal Setting within the Organisational Aims and Objectives
Ideas into Actions – Prioritising Goals and Objectives
Monitoring and Evaluating Progress

MODULE 5

PROBLEM SOLVING

Planning your Strategy
Exploring Alternative Decisions
Working Through Problems

MODULE 6

DEALING WITH CONFLICT IN THE WORKPLACE

Understanding Conflict
Personality Types
Managing your Anger

Building goodwill and trust

MODULE 7

BUILDING AND MANAGING A SUCCESSFUL TEAM

Leadership Styles

Organising your Team – Delegating and Monitoring Progress

Supervising your Team – Advising, Supporting, Evaluating and Developing

Directing your Team – Motivating, Inspiring, Communicating, Encouraging

Commitment and Innovation

Controlling your Team – Measuring Performance, Establishing Standards,

Preventing Problems, Obtaining Feedback

MODULE 8

DEVELOPING PRODUCTIVE WORK RELATIONSHIPS IN A MULTICULTURAL

ENVIRONMENT

Definitions of Culture

Hofstede's 4 dimensional Cultural Theories

Leadership Styles Across Cultures

Cultural Diversity in Teams

Self-Evaluation of Cultural Differences

MODULE 9

TIME AND SELF MANAGEMENT

Identify Personal Problem Areas

Time Logs

Identify Time Wasters

Dealing with Interruptions and Crises

Dealing with Paperwork

Telephone Control

Using New Technology in Time Management

...over

3/3 OFFICE MANAGEMENT AND EFFECTIVE ADMINISTRATIVE SKILLS

MODULE 10

MANAGING STRESS

The Effects of Stress – on society, companies, your physical and mental well being, families

Stress at Work

The Causes of Stress

Strategies for Dealing with Stress

Recognising the symptoms

MODULE 11

COURSE REVIEW

Measuring your Effectiveness

Personal Action Plan

Executive & Administration Secretarial Skills

Course Description:

The function of administrative management demands ever-increasing skills of organising, communicating, delegating, planning and problem solving. This programme analyses the present position of the participants and develops the skills and strategies required to improve their overall performance. The application of ideas and techniques to their on-the-job situation ensures that the course is relevant to individual needs.

They may have additional responsibilities and act as the direct point of contact for company managers and directors. Their tasks, also includes the handing of highly confidential and sensitive information.

This course is designed to identify the role and responsibilities involved and responsibilities expected to be carried and how they can be executed with the highest professional standards.

Learning Objectives:

Participants will learn the role of the executive secretary and modern techniques of personal effectiveness, time management, managing information, effective communication and teamwork skills. Also handling sensitive and confidential information and organizational effectiveness to a high level of efficiency.

Course Duration: 20 Training Days

Course teaching methods and approach:

The course will be conducted throughout by the use of 'Student centred learning techniques' which will include group discussion and feedback, presentations, role plays and various management exercises as well as a comprehensive evaluation process at the conclusion of the programme.

Who Should Attend:

Executive and Senior Secretaries, Administrative Staff and those who can benefit from the introduction of new ideas with regard to the conduct of their current or future positions.

Course Objectives:

- To enhance attendees effective communication skills through practising techniques, developing understanding of others and increasing self awareness.
- To understand and Practise the skills and approaches for achieving successful outcomes and harmony in their working relationships.
- To develop the skills & techniques for writing memos, letters and emails
- To give necessary knowledge to apply the skills and techniques of assertiveness and basic personnel handling techniques.
- To understand and deal with changes in their workplace and relationships.
- How to maintain confidentiality and handle sensitive information.

Daily Contents:

First Week:

- Introduction – Course Overview and Objectives
- Personal goals Identifying potential focus points required by participants through their completion of Self Assessment Questionnaire
- The Modern Office Environment with emphasis on Health and Safety issues
- Setting and Maintaining Professional Standards
- Corporate Image and Client Interface
- Creating and Distribution of Internal Memos
- Coping with Cultural Diversity in the Workplace
- Group Interaction

Second Week:

- Basic Management Concepts; Goal Identification, Setting Priorities, Implementation, Assessment
- Personal Organization skills
- Measuring Personal Effectiveness
- Improving Personal Effectiveness
- Techniques of Effective Time Management
- Conquering and Managing Paper Clutter
- Effective Utilization of Available Technologies

Third Week:

- Human Resource Assessment/Utilization – Delegation/ Motivation
- Effective Communication Techniques – Oral and Written
- Effective Listening Techniques
- Office Ethics
- Handling situations and Assertiveness
- Group Interaction

Fourth Week:

- Teamwork – Definition and Theory
- The Japanese Model
- The Role of the Secretary in the Modern Organizational Team
- Job Satisfaction
- Office security

- Handling sensitive information
- Ensuring confidentiality
- Office technologies

Scenarios – Practical Problem Solving:

- The Boss
- Managing Conflicts
- Client Relations
- Family vs Workplace Conflicts
- Group Discussions

- **Course Summary**

- **Course evaluation**

Filing and Documentation

Course Description:

Good Filing and Document Systems are essential for departmental and organizational efficiency. Time is often wasted in retrieving the right documents refilling back into the system for storage. Also the treatment of documents very often means they are spoiled and are unreadable.

This course is designed to help understand the importance of good filing and retrieval systems and the importance of care of all documents as for information purposes and the importance to those who require them in a timely manner.

Learning Objectives:

Participants will learn modern techniques of efficient manual document management systems, efficient filing systems and care of documentation. Also handling sensitive and confidential documents to high level of efficiency.

Who Should Attend:

Secretaries, filing clerks, office administrative assistants and those are involved with document management, including filing, storage and retrieval. Stores clerks would also benefit.

Course Duration: Three days

Course Contents:

Day One

- Introduction to Good Filing Techniques and Organisational Benefits
- Company Intellectual Property
- Examples of documents losses and the organization effects
- Importance of documents as company records
- Type of documents formal and informal
- Filing other types of Information

Day Two

- Document handling and care
- Document copying and security
- Document movement controls and systems
- Document checking
- Document organization
- Manual Filing systems, box systems etc.
- Filing location systems

Day Three

- Improving filing efficiencies
 - Technical Information Filing
 - Security in Filing Systems
 - Confidential documents handling
 - Developing Filing systems
-
- **Practical exercises**
 - **Group discussions**
 - **Course evaluation**
 - **Course summary**

GOOD OFFICE PRACTICES (JUNIORS)

THE TRAINING NEED:

With the ever-increasing demands on administrative managers, it is essential to make effective and economical management decisions within a limited time frame. This programme analyses the present position of the participants and develops the skills and strategies required to improve their organisational and communicative skills. The application of ideas and techniques to their on-the-job situation ensures that the course is relevant to individual needs.

COURSE DURATION: Three days

WHO SHOULD ATTEND:

This course is designed for administrators and executive secretaries who need to improve their effectiveness in supervision, delegation, time management and communication skills.

COURSE AIM:

To build on the participants' present administrative, organisational and communicative skills.

COURSE OBJECTIVES:

- To develop an understanding of the necessary skills when supervising, managing and communicating with others
- To identify personal strengths and weaknesses through self-analysis of their present position and expertise in their job
- To practise the techniques of time management
- To develop teamwork and co-operation with others
- To analyse the role of a leader
- To provide strategies for dealing with conflict
- To develop planning skills
- To develop a personal action plan for the future

METHODOLOGY:

The latest technology will be used with interactive teaching methods including lecture, discussion, practical exercises, case studies and peer and self-analysis in a workshop environment.

COURSE CONTENT:

DAY ONE

MODULE 1

INTRODUCTION

Course Objectives. Skills Analysis. Major Skills and Duties of the Administrator/Manager

MODULE 2

COMMUNICATION SKILLS

Basic Communication Theory. Organisation Charts. Chain of Command and Span of Control. Channels of Communication. Styles and Types of Communication. Causes of Breakdown. Effective Listening

MODULE 3

PERSONAL EFFECTIVENESS AT THE WORKPLACE

Time and Self-Management. Common Time Wasters. Paper Mountain. Clear Desk Policy. RAFT technique. Prioritising Paperwork

DAY THREE

MODULE 4

DELEGATION

Your ability to Delegate. Why Delegate? Stages of Delegation. Evaluating your Activities.

MODULE 5

TELEPHONE COMMUNICATIONS

Are you a Telephone Addict? Techniques for Managing Incoming and Outgoing Calls. Overseas Calls.

MODULE 6

TEAMWORK AND CO-OPERATION

Why Teams? The Attributes of a Good Team. Are you an Effective Team Builder? A Well Balanced Team. Leadership Styles. Analyse your Leadership Style.

DAY TWO

MODULE 7

INTERPERSONAL CONFLICT AND PROBLEM SOLVING

Definition of Conflict and Competition. Rate your Skills. Causes of Conflict. Constructive Relationships. Groupings of Colleagues. Roles and their Implications. Ways to Reduce Conflict. Establishing Constructive Relationships. Managing Your Anger.

MODULE 8

COURSE REVIEW

Review of Course. Personal Word Log.
Plan your own Personal Development.
Course Evaluation and Close.

GOOD OFFICE PRACTICES

THE TRAINING NEED:

With the ever-increasing demands on administrative managers it is essential to make effective and economical use of valuable time. This programme analysis the present position of the participants and develops the skills and strategies required to improve their organisational and communicative skills. The application of ideas and techniques to their on-the-job situation ensures that the course is relevant to individual needs.

WHO SHOULD ATTEND:

Administrators and managers who need to improve their effectiveness in supervision, delegation, time management and communication skills.

COURSE AIM:

To build on the participants' present administrative, organisational and communicative skills.

THE TRAINING DURATION: Three day course.

COURSE OBJECTIVES:

- To develop an understanding of the skills necessary when supervising, managing and communicating with others.
- To identify personal strengths and weaknesses through self-analysis of their present position and expertise in their job.
- To practise the techniques of time management.
- To develop teamwork and co-operation with others.
- To analyse the role of a leader.
- To provide strategies for dealing with conflict.
- To develop planning skills.

METHODOLOGY:

The learning methods used will be interactive, with a mixture of instruction, discussion, practical exercise, role-play and self-analysis in a workshop environment.

**COURSE CONTENTS:
DAYONE**

- **Skills Analysis**
- **A Well Balanced Team**
- **Major Skills and Duties of the Administrator/Manager**
- **Leadership Styles**
- **Communicative Skills**
- **Delegation**
- **Basic Communication Theory**

DAY TWO

- **Interpersonal Conflict and Problem Solving**
- **Organisation Charts**
- **Dealing with Conflict**
- **Chain of Command and Span of Control**
- **Is Your Group a Cohesive Team?**
- **Channels of Communication**
- **Personal Action Plan**
- **Types of Communication**
- **Cause of Communication Breakdown**
- **Listening for Power**
- **Time and Self-Management**
- **Time Log – Analysis**
- **Ten Most Common Time Wasters**
- **Change the Time Wasting Habit**

DAY THREE

- **The Paper Mountain**
- **Paper Mountain Reduction Check List**
- **Operate a Clear Desk Policy**
- **Use the RAFT Technique**
- **Paperwork Management Check List**
- **Filing Classifications**
- **Telephone Communications**
- **Telephone Log – Analysis**
- **Teamwork and Co-operation**

- **Case study and Discussions**
- **Course Evaluation**
- **Course Summary**

PERSONAL EFFECTIVENESS AND OFFICE MANAGEMENT SKILLS FOR ADMINISTRATORS AND SECRETARIES

THE TRAINING NEED:

The role of the administrator and executive secretary is rapidly changing and he/she is taking on more of the work of the manager. He/she needs to develop sound personal effectiveness and administrative skills into managerial talents in order to enable his/ her superior to delegate work with assurance.

THE TRAINING DURATION: 5 day course.

WHO SHOULD ATTEND:

Experienced administrators and executive secretaries and those working in the office environment with responsibility for the efficient administration and co-ordination of the physical, administrative and human resources of a department.

COURSE AIM:

To identify and correct deficiencies, enhance strengths and promote professionalism in the modern executive secretary and administrator.

COURSE OBJECTIVES:

DAY ONE:

- To identify present, individual strengths and weaknesses in the performance of executive secretarial duties.
- To identify the elements of good office design and environmental features to facilitate work flow and good communications.
- To be aware of health, safety and security at work.
- To identify cultural differences and diversity in the workplace.

DAY TWO:

- To analyse the personal attributes and requirements of the executive secretary.
- To identify the basic management concepts of goal identification, setting priorities, implementation and evaluating effectiveness.
- To learn the techniques of effective time management
- To organise, prioritise and store paper documents

- To use technology in the office to the best advantage
- To learn the techniques of effective delegating, motivating and assessing the effectiveness of human resources available to the executive secretary.

DAY THREE:

- To be aware of the communication process in business.
- To use the appropriate communication medium
- To be aware of the causes of communication breakdown.
- To practise effective listening techniques
- To write effective meetings documents
- To identify the procedures for planning and preparing a successful presentation
- To be aware of the use of visual aids and technology in presenting information.
- To consider the importance of business ethics
- To relate business ethics to day to day ethical dilemmas in the office.

DAY FOUR:

- To be aware of the importance of motivation at work
- To be aware of the function of groups and teams
- To be aware of the dynamics of groups and the way in which they interact
- To identify the roles within a team
- To be aware of the stages of team development
- To identify a well balanced team
- To analyse your personal leadership style
- To identify the attributes of a good team leader
- To identify the skills of decision making in teams
- To practise the skills of effective feedback
- The role of the secretary in modern teams

DAY FIVE:

- To be aware of strategies to reduce conflict in the workplace
- To establish constructive relationships at work
- To deal effectively with difficult personalities
- To manage personal anger
- To establish the role of women in the workplace
- To develop present responsibilities
- To identify was of balancing home and work

- To develop an action plan for future personal development

METHODOLOGY:

The learning methods used are interactive, with a mixture of instruction, discussion, practical exercises and case studies in a workshop environment. There will be self and peer assessment.

COURSE CONTENTS:

MODULE 1

THE EXECUTIVE SECRETARY – ANALYSIS OF PERSONAL STRENGTHS AND WEAKNESSES

Abilities, duties, influences and organisational cultures.

MODULE 2

THE MODERN OFFICE ENVIRONMENT

Office layout, landscaped v traditional, environmental issues, space planning

MODULE 3

HEALTH, SAFETY AND SECURITY IN THE OFFICE

Making and maintaining a safe and healthy environment. Dealing with stress. Ergonomics and information technology.

MODULE 4

CULTURAL DIVERSITY IN THE WORKPLACE

Influences of culture on society. Diversity awareness. The multi-cultural organisation.

MODULE 5

THE EXECUTIVE SECRETARY

Skills analysis, personal characteristics. Why some secretaries fail.

MODULE 6

THE ORGANISATION

Models of organisational behaviour. Organisation charts. Chain of command and span of control. Staffing and training policies. Job descriptions in manpower planning

MODULE 7

GOAL SETTING AND PLANNING

Levels of goals and their importance. Mission statements. Goal setting. Problem solving using Force-field analysis.

MODULE 8

TIME AND SELF-MANAGEMENT

Time management. Organising your boss. Time logs. Common time wasters. Change the time wasting habit.

MODULE 9

OPERATE A CLEAR DESK POLICY

The RAFT technique. Paperwork management.

MODULE 10

TECHNOLOGY IN THE OFFICE

Integrated office systems, Using the Internet for research and problem solving. Protecting equipment, data and your health

MODULE 11

DELEGATION

Why delegate? Structuring delegation.

MODULE 12

COMMUNICATION

Channels of Communication, Types of communication. Causes of breakdown of communication.

MODULE 13

LISTENING SKILLS

The importance of good listening skills. Steps to good listening.

MODULE 14

MEETINGS

Types of meetings and committees. Officers of a meeting. Documentation.

MODULE 15

PRESENTATION SKILLS

Analyse your feelings. Good speaking techniques. Preparation.

MODULE 16

VOICE PROJECTION

Warming the voice. Speaking with clarity. Opening and ending.

MODULE 17

ETHICS IN THE WORKPLACE

Universal standards. Ethical dilemmas. Ethical lapses. Corporate and social responsibility.

MODULE 18

MOTIVATION AT WORK

Why work? Motivational theories. Rewarding exceptional performance. Managing motivation.

MODULE 19

TEAM DEVELOPMENT AND PARTICIPATION

Why teams? The attributes of a good team. Team roles. The stages of team development. Criteria for success.

MODULE 20

LEADERSHIP

The functions of good leadership. Leadership styles and types. Problem solving techniques for teams. Decision making in teams. Effective feedback.

MODULE 21

CUSTOMER/CLIENT CARE

The customer focussed organisation. Measure your potential for customer relations. Identify customer's needs, Selling your company's services or goods. Dealing with complaints.

MODULE 22

DEALING WITH CONFLICT IN THE WORKPLACE

Establishing constructive relationships. Dealing with difficult personalities. Managing your anger.

MODULE 23

FAMILY Vs WORKPLACE CONFLICT

Women in clerical and secretarial roles. Develop your present supervisory responsibilities into management skills. Balancing home and work. Dealing with stress.

MODULE 24

Personal Action Planning

COURSE SUPPORT:

This course is supported by interactive group studies and role play to involve student participation and learning potential. Visual and graphical explanations are also used.

Professional Development of Executive Secretaries and Administrative Skills

Course Description:

The Executive Secretary and Administrative Executive are vital members of the modern management team, and in many instances is the point of contact between clients and the company managers.

They are expected to produce the highest professional standards and set standards of secretarial duties throughout the organization. They must also work to excellent personal organization and be effective time managers.

They may have additional responsibilities and act as the direct point of contact for company managers and directors. Their tasks, also includes the handing of highly confidential and sensitive information.

This course is designed to identify the role and responsibilities involved and responsibilities expected to be carried and how they can be executed with the highest professional standards.

Learning Objectives:

Participants will learn the role of the executive secretary and modern techniques of personal effectiveness, time management, managing information, effective communication and teamwork skills. Also handing sensitive and confidential information and organizational effectiveness to a high level of efficiency.

Who Should Attend:

Management and Executive Secretaries who feel they can benefit from the introduction of new ideas with regard to the conduct of their current or future positions.

Daily Contents:

First Day:

- Introduction – Course Overview and Objectives

- Personal goals Identifying potential focus points required by participants through their completion of Self Assessment Questionnaire
- The Modern Office Environment with emphasis on Health and Safety issues
- Setting standards
- Coping with Cultural Diversity in the Workplace
- Group Interaction

Second Day:

- Basic Management Concepts; Goal Identification, Setting Priorities, Implementation, Assessment
- Personal Organization skills
- Measuring personal effectiveness
- Improving Personal effectiveness
- Techniques of Effective Time Management
- Conquering Paper Clutter
- Effective Utilization of Available Technology

Third Day:

- Human Resource Assessment/Utilization – Delegation/ Motivation
 - Effective Communication Techniques – Oral and Written
- Effective Listening Techniques
- Office Ethics
- Handling situations
- Group Interaction
- The Boss
- Managing Conflicts
- Client Relations
- Family vs Workplace Conflicts
- Group Discussions

- **Course Summary**

- **Course evaluation**

Secretarial and Administration Skills

Course Description:

The Secretary is a vital member of the modern management team. In many instances the Secretary is the initial point of contact between a company and its clients and the time honored maxim “You only get one chance to make a good first impression” is still applicable today. It is therefore crucial to modern business that secretaries present a positive, professional image of their respective organizations to the public.

This course is designed to identify and correct deficiencies, enhance strengths, and promote professionalism in the modern Secretary.

Learning Objectives:

Participants will learn modern techniques of effective time management, paperwork reduction, communication skills and teamwork in order to increase their overall worth to their respective organizations.

Who should attend:

Management and Executive Secretaries who feel they can benefit from the introduction of new ideas with regard to the conduct of their current or future positions.

Daily Contents:

First Day:

- Introduction – Course Overview and Objectives
- Identifying potential focus points required by participants through their completion of Self Assessment Questionnaire
- The Modern Office Environment with emphasis on Health, Safety, and Security issues
- Coping with Cultural Diversity in the Workplace
- Group Interaction

Second Day:

- Basic Management Concepts; Goal Identification, Setting Priorities, Implementation, Assessment
- Techniques of Effective Time Management
- Conquering Paper Clutter
- Effective Utilization of Available Technology
- Human Resource Assessment/Utilization – Delegation/ Motivation

Third Day:

- Effective Communication Techniques – Oral and Written
- Effective Listening Techniques
- Personal Presentation Techniques
- Office Ethics
- Group Interaction

Fourth Day:

- Teamwork – Definition and Theory
- The Japanese Model
- The Role of the Secretary in the Modern Organizational Team
- Job Satisfaction

Fifth Day:

- **Scenarios – Practical Problem Solving:**
- The Boss
- Interoffice Conflicts
- Client Relations
- Family vs Workplace Conflicts
- Course Summary and Critique

SUPERVISORY SKILLS FOR EXECUTIVE SECRETARIES AND ADMINISTRATORS

THE TRAINING NEED:

The role of the executive secretary is rapidly changing and he/she is taking on more of the work of the manager. He/she needs to develop administrative skills into managerial talents in order to enable his/ her superior to delegate work with assurance.

TRAINING DURATION: Five day course

WHO SHOULD ATTEND:

Experienced executive secretaries and administrators and those working in the office environment with responsibility for the efficient administration and co-ordination of the physical, administrative and human resources of a department..

COURSE AIM:

To identify and correct deficiencies, enhance strengths and promote professionalism in the modern executive secretary and administrator.

COURSE OBJECTIVES:

DAY ONE

- To identify present, individual strengths and weaknesses in the performance of executive secretarial duties.
- To identify the elements of good office design and environmental features to facilitate work flow and good communications.
- To be aware of health, safety and security at work.
- To identify cultural differences and diversity in the workplace.

DAY TWO

- To analyse the personal attributes and requirements of the executive secretary.
- To identify the basic management concepts of goal identification, setting priorities, implementation and evaluating effectiveness.
- To learn the techniques of effective time management

- To organise, prioritise select, classify and store paper documents
- To learn the techniques of effective delegating, motivating and assessing the effectiveness of human resources available to the executive secretary.

DAY THREE

- To be aware of the communication process in business.
- To use the appropriate communication medium
- To be aware of the causes of communication breakdown.
- To practise effective listening techniques
- To use the telephone efficiently and effectively.
- To write effective meetings documents
- To identify the procedures for planning and preparing a successful presentation
- To be aware of the use of visual aids and technology in presenting information.

DAY FOUR

- To be aware of the importance of motivation at work
- To be aware of the function of groups and teams
- To be aware of the dynamics of groups and the way in which they interact
- To identify the roles within a team
- To be aware of the stages of team development
- To identify a well balanced team
- To analyse your personal leadership style
- To identify the attributes of a good team leader
- To identify the skills of decision making in teams
- To practise the skills of effective feedback
- The role of the secretary in modern teams

DAY FIVE

- To be aware of strategies to reduce conflict in the workplace
- To establish constructive relationships at work
- To deal effectively with difficult personalities
- To manage personal anger
- To establish the role of women in the workplace
- To develop present responsibilities
- To identify ways of balancing home and work
- To develop an action plan for future personal development

METHODOLOGY:

The learning methods used are interactive, with a mixture of instruction, discussion, practical exercises and case studies in a workshop environment. There will be self and peer assessment.

COURSE CONTENTS:

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THE EXECUTIVE SECRETARY – ANALYSIS OF PERSONAL STRENGTHS AND WEAKNESSES

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Making and maintaining a safe and healthy environment. Dealing with stress. Ergonomics and information technology.

MODULE 4

CULTURAL DIVERSITY IN THE WORKPLACE

Influences of culture on society. Diversity awareness. The multi-cultural organisation.

MODULE 5

THE EXECUTIVE SECRETARY

Skills analysis, personal characteristics. Why some secretaries fail.

MODULE 6

THE ORGANISATION

Models of organisational behaviour. Organisation charts. Chain of command and span of control. Staffing and training policies. Job descriptions in manpower planning

MODULE 7

GOAL SETTING AND PLANNING

Levels of goals and their importance. Mission statements. Goal setting. Problem solving using Force-field analysis.

MODULE 8

TIME AND SELF-MANAGEMENT

Time management. Organising your boss. Time logs. Common time wasters. Change the time wasting habit.

MODULE 9

OPERATE A CLEAR DESK POLICY

The RAFT technique.

MODULE 10

PAPERWORK MANAGEMENT AND STORAGE Selecting, classifying, filing and storing paperwork.

MODULE 11

DELEGATION

Why delegate? Structuring delegation.

MODULE 12

COMMUNICATION

Channels of Communication, Types of communication. Causes of breakdown of communication.

MODULE 13

LISTENING SKILLS

The importance of good listening skills. Steps to good listening.

MODULE 14

TELEPHONE COMMUNICATIONS

Telephone Time Management, Receiving Overseas Calls. Making Overseas Calls. Voice Mail. Dealing with Complaints. Solving Callers Problems.

MODULE 15

MEETINGS

Types of meetings and committees. Officers of a meeting. Documentation.

MODULE 16

PRESENTATION SKILLS

Analyse your feelings. Good speaking techniques. Preparation.

MODULE 17

VOICE PROJECTION

Warming the voice. Speaking with clarity. Opening and ending.

MODULE 18
MOTIVATION AT WORK

Why work? Motivational theories. Rewarding exceptional performance. Managing motivation.

MODULE 19
TEAM DEVELOPMENT AND PARTICIPATION

Why teams? The attributes of a good team. Team roles. The stages of team development. Criteria for success. The role of the executive secretary/administrator in teams.

MODULE 20
LEADERSHIP

The functions of good leadership. Leadership styles and types. Problem solving techniques for teams. Decision making in teams. Effective feedback.

MODULE 21
DEALING WITH CONFLICT IN THE WORKPLACE

Establishing constructive relationships. Dealing with difficult personalities. Managing your anger.

MODULE 22
FAMILY V WORKPLACE CONFLICT

Women in clerical and secretarial roles. Develop your present supervisory responsibilities into management skills. Balancing home and work. Dealing with stress.

MODULE 23
Personal Action Planning, Course Evaluation and Close.

