

EFFECTIVE SECRETARIES AND PERSONAL ASSISTANTS WORKSHOP

COURSE CODE: HRM 9004



COURSE OVERVIEW

Modern day executive secretaries and personal assistants must be prepared to accept increasingly complex responsibilities and cannot rely solely on traditional secretarial skills. Executive assistants must be aware of the principles of management, leadership, human behaviour as well as communication skills, in both the written and spoken word with their contacts at all levels. This global best practice seminar draws on the experience of both managers and support staff the world over to provide executive assistants with the skills needed to perform more effectively.

WHO SHOULD ENROL?

Senior secretaries, executive secretaries and personal assistants to top-level management. Secretaries aiming for promotion to executive positions

COURSE STRUCTURE

Delegates will attend this 1 week course between 09:00 and 17:00 daily. London, UK

BENEFITS OF ATTENDING

At the end of the course, you will be able to:

- ✓ Juggle multiple responsibilities
- ✓ Learn powerful techniques to think on your feet with powerful techniques
- ✓ Create win-win solutions
- ✓ Become a strategic partner to your boss
- ✓ Understand different team player style for more effective collaboration
- ✓ Control your time and workload with advanced time-management skills

COURSE OUTLINE

- The changing role of the secretary:
- Office organisation
- Business writing skills
- Report writing
- Managing your work, your subordinates and your boss
- Working in teams
- Arranging meetings and taking minutes
- Event management
- Personal effectiveness, time management
- Management appreciation
- Presentations: theory and preparation
- IT: presentations using PowerPoint
- Personal communication skills
- Introduction to public relations
- Introduction to human resource management