

Course Overview:

This highly interactive course will help you to develop and refine the skills needed to excel as Administrator or Executive Secretary. It will explore in depth the interpersonal and behavioural skills necessary to ensure you are well prepared for the challenges of working with a variety of management styles. You will also learn how stay in control whilst dealing with conflicting priorities.

Course Objective:

- Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.
- Take a proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively.
- Handle telephone calls properly and professionally.
- Develop self-management techniques and learn ways for dealing with time wasters.
- Improve memory skills with several reinforcement methods and exercises.

Course Outline:

The Administrator/Secretary as Part of the Support Team

- The Importance of Team Work
- Taking Initiative

Written Communication

- Style
- Layout
- Clear Writing
- Proof Reading

Verbal Communication

- Speaking Skills
- Listening Skills

Using the Telephone Properly

- Professional Telephone Behavior
- Rules for Good Listening
- Making Appointments

Effective Time Planning

- Identifying and Controlling Time Wasters
- Setting Priorities
- Dealing with Procrastination

Setting Up a Filing System

- Different Systems Explained

Memory Reinforcement Techniques

Who Should Attend:

Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators.

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation