

Course Overview:

Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.

Course Objective:

- 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:

- Written Communication
- Using the Telephone Properly
- Identifying and Controlling Time Wasters
- Setting Priorities
- Dealing with Procrastination
- Setting Up a Filing System
- Memory Reinforcement Techniques
- Computerized filing systems
- Electronic Secretary Skills

Who Should Attend:

Secretaries and office managers.

Training Language:

EN / AR

Training Methodology:

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