

Secretarial Excellence – 1 Day Course

Course Overview

This course is aimed at people in an administrative, secretarial or PA role that want to enhance their skills and contribute more to their organisation.

Who Should Attend

This tutor led course is designed to increase the competence and confidence of the secretary and PA. The course will focus on techniques to maintain professionalism and effectiveness in day-to-day communication with both their managers and internal/external customers. Course notes and activities will be used throughout the day.

Course Content

Overview

- Understanding the organisation
- Organisational Needs
- The internal/external customer
- The secretarial role
- The value of networking

Effective Communication

- Assertive Skills
- Understand behavioural types
- Barriers to Listening
- The use of Questioning
- Building Rapport
- The use of empathy
- Body Language and eye contact
- Effective use of tone and pitch

Essential Skills

- Attending Meetings
- Problem Solving
- Negotiation
- Dealing with Stress

Managing Yourself

- Projecting the right image
- Maintaining Professionalism
- Presenting Ideas
- Taking the initiative
- Importance of what you wear
- Developing your skills

Controlling Time

- Time Management techniques
- Prioritising
- Handling time thieves
- Managing your managers time
- Delegation
- The art of saying NO.

Additional Information

- CD Manuals and Certificates provided
- Course timings – 9.30 am- 5.00 pm
- Buffet lunch included and free parking available on site
- Joining Instructions will be sent prior to attending the course

Course Costs

To book this course or for further information please contact the training team on Tel - 01604 655 900 or email – training@paradisecomputing.co.uk

