

# Secretarial And Administrative Skills

2-Days Interactive & Participatory Case Based Reasoning & Facilitation

## About the Programme

Successful secretaries and administrators often require many of the same skills as senior staff in an organization. They are often the person in charge of some of the organization's key correspondence, and one of the first points of contact for visitors. Therefore, they must always display a highly professional image. Being a professional secretary, or administrator, requires **excellent office skills, accurate filing, preparing for meetings, dealing with people, both on the telephone and face-to-face, exceptional interpersonal abilities, and first-class business writing and communication skills**. This programme covers all of these, and more.

## Suitable for

Those employees who perform the tasks within a secretarial or administrative position, who want to improve their skills, or those who are new to, or about to be appointed to, such a key administrative position.

## Course Objectives

- Demonstrate an understanding of the modern administrator's highly needed abilities.
- To understand the importance of effective administration skills within an organization
- To develop the skills needed to be a highly professional secretary
- To enhance your communication and interpersonal skills, both written and face-to-face
- To manage your time efficiently and be able to think proactively
- To learn how to set up and manage effective filing systems
- To learn how to manage petty cash systems
- To understand how to manage stock and stationery supplies
- To enhance telephone skills and understand correct telephone etiquette
- To understand how to be assertive and build a good rapport with your manage
- Develop self-management and deal with time wasters.
- Practice memory-enhancement techniques with several reinforcement methods and exercises.

## What You Will Gain

- Practical skills and knowledge to improve the overall administration within your office, or organization
- A clear understanding of what makes a good secretary, or administrator
- The ability to plan and prioritise time and activities
- Effective communication skills to deal successfully with colleagues and customers

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## Course Content

### DAY ONE

- Your Secretarial and Administrative Role
  - Responsibilities
  - Skills
  - Qualities
- Developing an Appropriate Professional Image
  - Professional Appearance
  - Timekeeping and Punctuality
  - Introduction to Office Ethics
- Stress
  - Identifying Stress
  - 'Stress-Busting Techniques'
  - Activities To Practise 'Stress-Busting Techniques'
- Communication
  - Body Language, Words, And Tone Of Voice
  - Active Listening
  - Questioning For Clarity
- Effective Written Business Communication
  - Correct Layout Of Letters And Emails
  - Correct Use Of Salutations
  - Basic Business English Punctuation And Grammar
- Telephone Skills
  - How To Deal With Callers Professionally And Effectively
  - Telephone Etiquette
  - The 'Do's And 'Don'ts' Of Answering The Telephone

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## DAY TWO

- Saying 'No' Constructively And Giving Alternatives
- How To Effectively Handle Your Manager
- Prioritising Tasks
  - Urgency And Importance
  - 'ABC' Method
- Managing Your Key Result Areas And Tasks
- Creating Effective Filing Systems
  - Identifying Different Methods Of Filing And Selecting The Best One
  - How To Ensure The Effectiveness Of Your Filing Systems
- Basic Finance
  - Understanding And Managing Petty Cash Systems
- Basic Stock Control And Stationery
  - Managing Stationery Supplies And Stock

**At the end of the course** each delegate will be asked to complete a Personal Development Plan that can be used as part of future appraisals, and that will also be an important tool for management reference.

## Methodology

Interactive presentation of concepts and techniques with interwoven demonstrations and hands-on implementation, directed toward future re-teaching and coaching.

The training style is facilitative supplemented with relevant media and follow-up models are encouraged to fine-tune, tweak and navigate change.

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## Participation Fee

INR 8,800/- per person plus 18% GST INR 1,584

**Total Inclusive of GST =INR 10,384/- per person**

The Fees is inclusive of Tea/Coffee, Snacks, Standard Veg / Non-Veg Lunch, Certificate of Participation & Course Material.

## Other Details:

- Registration closes Three Days Prior To The Workshop
- Beverages and Lunch will be provided to the participants during the training program;
- Printed course materials and other stationeries will be provided;
- At the end of the programme participants will be issued certificate;
- The Participants will have to make their own arrangements to reach the venue;
- Reservations are confirmed on a "first-come first-served" basis. Please note that attendance is limited to 20 participants;
- Cancellations are subject to a service charge. Substitutions are acceptable.
- Sieger Training has the right to cancel a workshop if the attendance does not meet the 10-person minimum. In this instance, all payments will be fully refunded;
- Training Venue are subject to change based on the number of participants;
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training India. Sieger will charge on INR basis only.