Secretarial & Personal Assistant Skills Development

CODE: AS020

2023

KNOWLEDGE TREE
INTERNATIONAL INSTITUTE LLC

Secretarial & Personal Assistant Skills Development

AS020

The responsibilities of executive secretaries, personal assistants, and other administrative personnel are constantly changing in the workplace. Sometimes, their role is disregarded since it is not essential to the organization's achievement of its strategic goals and objectives. However, the truth is that administrative employees, such as executive secretaries and personal assistants, play a vital role in every organization because they offer crucial services to both internal and external clients.

Delegates who take the Developing Professionals Skills for Secretaries/Personal Assistants training course will be better prepared to handle work-related challenges when they return to their jobs. Additionally, they will have an action plan to put into effect, the self-assurance to employ these talents and thereby boost their profile inside their organization.

Learning Objectives

At the end of this training course you will:

- Improve their existing skills
- Understand how to develop their role
- Learn how to write more effective correspondence
- Learn how to give memorable presentations
- Be aware of how to be more proactive
- Understand ways in which they can expand their business acumen
- Learn ways to manage their managers
- Discuss interpersonal intelligence and how it can improve their working practice
- Be aware of how they can take some control over their time and work output

Who Should Attend?

The Developing Professionals Skills for Secretaries/Personal Assistants training course is aimed at Personal Assistants, Executive Secretaries/Assistants and Administrative staff who want to develop and enhance their role within their organization.

Building on Existing Skills

Key Topics:

- What is your role?
- Organizational skills
- Planning and prioritizing
- Time management under pressure
- Advanced customer service skills and telephone techniques

Developing the Role

Key Topics:

- Ways to become more proactive
- Take some control over your work load
- Discuss how you can expand your knowledge of the business
- Cope with and take advantage of change in your work environment
- Goal setting

The Importance and Value of Communication Skills

Key Topics:

- Why are communication skills so important?
- Talk about how to be more assertive in the workplace
- Learn to delegate
- Improve your listening skills
- Write more effective business letters and e-mails
- Learn how to structure reports
- Tips to giving excellent presentations

Managing your Manager and Raising Your Profile

Key Topics:

- Image management
- Building an effective working relationship with your manager
- What is expected of you?
- Your working style
- Understand how to be effective in meetings.
- Discuss ways to improve your confidence
- Working as a team
- Using your skills to enable your manager to concentrate on his/her priorities

Interpersonal Intelligence

Key Topics:

- Understanding people
- Expressing yourself with clarity
- Asserting your needs
- Giving and receiving feedback
- Influencing skills
- Resolving conflict
- Being a team player
- Being flexible

Course Format:

Face-to-Face

Location: Canada/ UK/Singapore/ USA

Locate Our Office:

USA - 9905 UNIVERSITY CITY BLVD, #462 CHARLOTTE NC, 28213.

CANADA - 670 HURONTARIO STREET, L5B IP3, MISSISSAUGA, CANADA.

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Schedule and Fees:
$3,950.00 Fees + VAT as applicable
(including coffee breaks and a buffet lunch daily)

Duration: 10 Days

Dates:
6th - 17th November, 2023
4th – 15th December, 2023