

Management and Business Skills for Secretaries

The changing nature of business and pressure for results mean more responsibilities for the secretary in addition to the traditional roles. This course is designed to prepare the secretary and executive assistant to meet the expectation and dynamics of the modern workplace.

Learning Objectives

Participants will:

- Run the office with confidence and competence
- Plan, organize and control work load and priorities
- Handle confidential matters with greater care
- Assist the boss to become more effective
- Become more proactive and results oriented

Learning Contents

- Emerging issues in business/what keeps your boss challenged
- Transiting from secretarial to managerial role
- New duties and responsibilities of secretaries and executive assistants
- Management principles (Planning, organising, directing, control)
- Getting results through others
- Interpersonal skills and dealing with difficult people and situations
- Report writing – S.I.P model
- Priority and stress management
- Managing sensitive information and documents
- Working with and managing multiple bosses
- Organising meeting and writing actionable minutes
- Transactional analysis

- Career outlook for secretaries
- Problem solving and decision-making tools

Fee:

N113,925.00 VAT Inclusive

Discounts off regular fees for open programmes: 3-5 nomination
– 5%

Programme also available as in-plant. Fee: Negotiable

Who Should Attend?

Secretaries and executive assistants

May 8 – 10, July 15-17, October 16 – 18, 2019

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