Advanced Executive Office Administration and Secretarial Skills

Course Objectives
On completion of the course participants should be able to:

- Take control of their work habits and develop the practical skills and the personal strengths needed to be professional office managers
- Advise and make decisions on behalf of the managers
- Increase their productivity and effectiveness by prioritizing and making continuous improvement of their working practices
- Manage time better and work to meet deadlines
- Express themselves assertively with confidence and clarity to customers, colleagues and higher management
- Perform better at record keeping, organizing meetings and providing useful assistance to their supervisors;
- develop their levels of self-motivation, self-control and self-confidence
- Use a wide range of thinking skills, including: planning, problem solving, creative thinking and decision-making

Target Groups
- Executive secretaries
- Junior secretaries
- Personal assistant and private secretaries
- Administrative assistants
- Administrators

Course Outline
- General management principles
- Setting Personal objectives
- Conducive office environment management
- Reporting to Management
- Identifying common issues and challenges
- Preparing and delivering a speech in public
- Delegation and Motivation
- Effective Utilization of Available Technologies
• Time Management
• Developing emotional intelligence
• Managing Conflicts
• Best practices for delivering positive and negative feedback
• Organising Appointments and Meetings
• Financial responsibilities
• Successful public relations
• Relationship Management
• Coaching Skills
• Basic Project Planning
• Organizing and Managing Teams
• Operational Management and Resources Management
• Leadership development
• Diversity Management
• Strategies for managing change
• Negotiation skills and technique
• Motivation and Talent Management
• Team Appraisals and Reviews
• Decision making and problem solving
• Action Planning

Dates: 02\textsuperscript{nd} – 13\textsuperscript{th} December 2019

Duration: 2 Weeks

Course Costs: US$3250/delegate

Venue: Kigali, Rwanda