



Institute for Capacity Development (ICD)

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Basic Executive Office Administration and Secretarial Skills

Course Objectives

Upon successful completion of this course, participants should be able to:

- Understand the importance of effective administration skills within an organization
- Enhance communication and interpersonal skills
- Manage time efficiently and be able to think proactively
- Describe the essentials of an effective office system;
- Segregate important tasks and prioritise them;
- Know how to write various types of letters and memos;
- Improve skills in record keeping, organizing meetings;
- Understand the principles of internal and external communication;
- Develop the skills needed to be a professional secretary
- Set up and manage effective filing systems
- Understand office equipment and the supportive role it plays in modern office environments

Target Groups

- Records management officers
- Executive secretaries to ministers, chief executive officers, managing directors
- Personal Assistant and Private Secretaries
- Administrative Assistants.
- Registry Officers
- Secretaries and PAs
- Administration Officers

Course Outline

- Secretarial & Administrative Roles
- Responsibilities
- Developing A Professional Image
- Appearance and Punctuality
- Introduction To Office Ethics
- Communication

- Written Business Communication
- Telephone Skills
- How To Deal With Callers Professionally
- Telephone Etiquette
- How To Handle Bosses
- Planning and Prioritising
- Scheduling of Meetings
- Planning Skills For Effective Meetings
- What To Do Before, During, and After Meetings
- Writing Minutes Of Meetings
- Minute taking
- Effective Filing Systems
- Identifying Different Methods Of Filing
- Efficient filing
- How To Ensure The Effectiveness Of Filing Systems
- Equipment That Improves Office Efficiency
- Basic Finance
- Processing invoices
- Managing Petty Cash Systems
- Stock Control and Stationery
- Managing Stationery Supplies & Stock
- Health and Safety
- Management of electronic records: issues, challenges, problems
- Action planning

Dates: 03rd – 14th December 2018

Duration: 2 Weeks

Course Costs: US\$2850/delegate

Venue: Pretoria, RSA