



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

- Institutional management principles and practises
- 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: 1st – 12th August 2011

Duration: 2 Weeks

Course Costs: US\$2950

Venue: Pretoria – South Africa

Closing date for Applications: 25 July 2011



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Application/ Nomination Form

Organisation _____

Department _____

Email address _____

Postal address _____

Phone numbers _____

Course Title/ Code _____

Attendance Month/ Dates _____

	Surname	First Name	Position	Email
Delegate 1				
Delegate 2				
Delegate 3				
Delegate 4				
Delegate 5				
Delegate 6				

Attach a separate list in cases where the delegates are more than six (Applications can also be submitted online or by email).

Expected Benefits from participation _____

Authorised Signature: _____ Position _____ Date: _____