



# Institute for Capacity Development

Suite 3B, Third Floor, Capital Centre Building, Werner List Street, Windhoek, Namibia;  
PO Box 10193, Khomasdal, Windhoek, Namibia;  
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Website: [www.icdtraining.com](http://www.icdtraining.com)

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## Executive Secretarial and Administrators Course

### Course Objectives

On completion of the course, participants should be able to:

- Prepare for and provide effective support in meetings, conferences, congresses, symposiums and seminars
- Improve in dealing effectively with visitors, customers and colleagues
- Manage time better and work to meet deadlines
- Develop word- processing and computer skills
- Present ideas with impact and clarity
- Successfully negotiate and influence others
- Conduct secretarial/administration work effectively

### Target groups

- Executive secretaries
- Junior secretaries
- Personal assistant and private secretaries
- Administrative assistants

### Course Outline

- General Management Skills
- The secretary's role in organisations
- Planning
- Organising
- Delegation
- Motivating
- Organising for effectiveness
- Professional image development
- Advanced interpersonal skills development
- Office management
- Management and influencing skills
- Leadership styles
- Time management
- Problem solving decision making
- Strategic Relationship management
- Professional image projections
- Working with others
- Assertiveness skills
- Telephone skills
- Organising for effectiveness
- Report writing skills
- Meetings and minutes taking
- Events management
- Petty cash management

- Database Management
- Action planning

Dates: 17<sup>th</sup> – 28<sup>th</sup> October 2011

Duration: 2 Weeks

Course Costs: US\$3450

Venue: Windhoek, Namibia



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## Application/Nomination Form

Organisation \_\_\_\_\_

Department \_\_\_\_\_

Email address \_\_\_\_\_

Postal address \_\_\_\_\_

Phone numbers \_\_\_\_\_

Course Title/ Code \_\_\_\_\_

Attendance Month/ Dates \_\_\_\_\_

	<b>Surname</b>	<b>First Name</b>	<b>Position</b>	<b>Email</b>
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: \_\_\_\_\_