



# Institute for Capacity Development (ICD)

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## Professional Secretarial and Administrative Skills course

### Course Objectives

- Upon successful completion of this course the 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/memos;
- Improve skills in record keeping, organizing meetings;
- Understand the principles of internal and external communication;
- Learn/improve their computer skills for secretarial work.
- 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
- Secretarial & Administrative Roles
- Responsibilities
- Developing A Professional Image
- Appearance & Punctuality
- Introduction To Office Ethics
- Communication
- Body Language, Words, & Tone Of Voice

- Questioning For Clarity
- How To Improve Written Business Communication
- Telephone Skills
- How To Deal With Callers Professionally
- Telephone Etiquette Do's & Don'ts Of Answering The Telephone
- How To Handle Bosses
- Planning & Prioritising
- Meetings
- Planning Skills For Effective Meetings
- What To Do Before, During, & After Meetings
- Writing Minutes Of Meetings
- Effective Filing Systems
- Identifying Different Methods Of Filing & Selecting The Best One
- How To Ensure The Effectiveness Of Your Filing Systems
- Equipment That Improves Office Efficiency
- Basic Finance
- Managing Petty Cash Systems
- Stock Control & Stationery
- Managing Stationery Supplies & Stock
- Health & Safety
- Computer skills for information management
- Management of electronic records: issues, challenges, problems
- Action planning

Dates: 07<sup>th</sup> – 18<sup>th</sup> December 2020

Cost: US\$2850/delegate

Duration: 2 weeks

Venue: Harare, Zimbabwe