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: 03rd – 14th June 2019

Cost: US$2850/delegate

Duration: 2 weeks

Venue: Harare, Zimbabwe