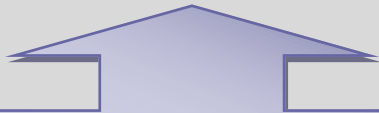




Defining and Developing Secretaries, Personal Assistants and Administrators

A SAQA registered qualification for Administrative Professionals in all Services Sectors based on the following Unit Standards
SAQA ID 110021, NQF Level 4, 6 Credits - SAQA ID 15234, NQF Level 5, 4 Credits - SAQA ID 8968, NQF Level 3, 5 Credits - SAQA ID 12153, NQF Level 4, 5 Credits



Secretarial Development Programme

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Secretarial Development Programme

Secretarial Development Programme

The Executive PA and Secretary Training

This training course will empower and build confidence in Secretaries/Senior Secretaries, Executive Assistants, Pa's and Administrative staff.

The main objective of this Three day course is to empower employees with knowledge in the day to day running of the administrative and secretarial profession.

The course will improve working relationships amongst colleagues, assist in enabling professionals to excel in their day to day work and also help to specify each role in the workplace and help prevent conflicts.

This course will enable Secretaries, Executive Personal Assistants, Admin Assistants and Admin Clerks to handle their varied responsibilities in an efficient manner. It will explain the key role and responsibilities of a Secretary/PA and Admin Staff how to better manage their time, organise and deal with different work responsibilities.

Course Designed For
This practical and highly interactive course rapidly develops the key competencies required by secretaries PA's and administration support to maximise their contribution to their manager, team and organisation.



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**Face to Face Training
Covid 19 Safety Measures
in Place**

**or Online Virtual Based
Training Via Zoom or MS
Teams**

**Training is facilitated in
real-time, providing the
benefit of hands on
learning. Delegates inter-
act with the facilitator and
each other, as with any
other classroom
experience.**



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Secretarial Development Programme

Introduction:

- **The Professional Role of the Secretary/PA and Admin Staff**
 - Understanding your organisation and your role within the team
 - Setting objectives
 - Fulfilling your role and objectives
- **Working with Your Manager and Team**
 - How you and your manager can become a world-class team
 - Understanding social styles to maximise interpersonal understanding
 - The importance of communication within the team
 - Using your initiative and enlarging on every possibility
 - Problem solving with teams and managers
- **Effective Time Management**
 - Assessing your time management skills
 - Prioritising your workload but maintaining flexibility
 - Differentiating between urgency and importance
 - Planning and scheduling
- **Maximising your Organisational Skills**
 - Effective telephone skills
 - Achieving customer service excellence
 - Public speaking
- **Emotional Intelligence**
 - Definition of Emotional Intelligence
 - Understand your own Level of Emotional Intelligence
 - Emotional Intelligence and Leadership
- **Total Quality**
 - Quality Management
 - Corrective Actions
 - Disseminate Corrective Actions
 - Implement Corrective Actions

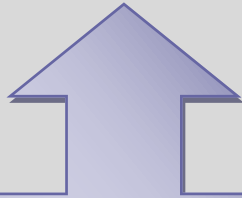


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Secretarial Development Programme

Secretarial Development Programme

Introduction:

Course Objectives

- **The Principles of Management**

- Becoming a senior team player.
- Thinking for your manager.
- Planning, goal-setting, achieving targets and monitoring performance.
- Time management, organisational skills, prioritising, effective use of resources and delegation management.
- The ins and outs of business issues.

- **Effective Communications**

- Efficient communication and presentation skills.
- Producing the perfect report.
- Information gathering for meetings and briefings.
- Representing your manager.

- **Developing Your Leadership Skills**

- Different leaders have different styles - learn how to recognise them
- Be conscious of how different leadership styles impact on staff.
- Know how to overcome adversity and offer successful solutions.
- Encourage management delegation.
- Develop your own role and profile.

Changes within the office environment have resulted in the roles and responsibilities of executive secretaries/assistants, PAs and senior administrators moving closer to that of their managers, resulting in new challenges, the adoption of certain managerial tasks and increased career opportunities.

In these new roles, today's senior office professionals are challenged to offer additional support to their teams and managers by demonstrating an understanding of the business environment and the aims and objectives of their organisation.

This comprehensive three-day workshop offers Office Professionals the opportunity to develop and practice the management and business skills required to ensure their confidence in the workplace.



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Secretarial Development Programme

Introduction:

Course Objectives (Cont.)

- **Creating Powerful Teams**
 - Identify your own role and recognise the strengths in others.
 - Find out the pros and cons of People Management.
 - Recognise the characteristics of successful teams.
 - Participate in analysis and feedback.
- **Project Management**
 - Key elements of project management.
 - Setting objectives.
 - Planning ahead for successful projects.
 - Overcoming obstacles and taking corrective measures.
- **Self-development Within the Workplace**
 - Raising your profile confidently and quickly.
 - Recognising and overcoming personal barriers.
 - Taking control of new challenges with confidence.
 - Keeping pace with your own goals and recognising development opportunities.

Personal Development

Creating your action plan

The importance of networking to accelerate your growth.

Meeting and Minute Taking Skills

Taking Minutes of Meetings

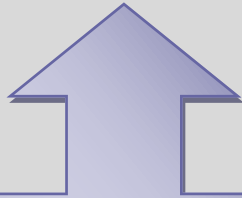


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Secretarial Development Programme

Introduction:

The following vital techniques will be pinpointed and elaborated on include for Emotional Intelligence outline:

Utilising Emotional Intelligence Strengthening customer relationships by improving your staff's negotiation skills Identifying skills of active and perceptive listening to encourage honest communication between yourself, staff and customers Distancing yourself from emotion to maintain control in argumentative and stressful discussions

- ◆ Learning to identify and isolate the facts in an emotionally charged situation
- ◆ Enhancing your leadership and management ability through effective E.Q
- ◆ Managing conflict in a diverse environment and using it to build formidable teams
- ◆ Generating support and co-operation from your peers, subordinates and superiors by

Total Quality Management:

- ◆ Describing and explaining how quality management impacts on a project.
 - ◆ Identifying and recording corrective actions of improvement to project work.
 - ◆ Disseminating corrective actions to appropriate stakeholders.
 - ◆ Implementing corrective actions to improve quality of project work.
- Discover how to take initiative - look beyond the obvious and don't be afraid to extend your boundaries.
 - Maximise productivity: work effectively and competently to enlarge on every possibility.
 - Continually look for new ways in which to expand your horizons within your role.
 - Develop the right attitude: adopt a positive attitude that makes you a pleasant colleague and employee.
 - Be a team player and maximise the productivity of your team.
 - Focus on time management: be punctual and plan your day well.
 - Communicate effectively and confidently with your manager and colleagues.
 - Write professional correspondence with less instruction.
 - Maintain integrity: always do the right thing.

As you become more efficient at your job, you become more crucial to your manager's and your organisation's success. But you're also building a foundation for your own career growth! This intensive course will equip you with the skills and knowhow you need to make your job easier and more fulfilling, give your boss peace of mind, and set the stage for a rewarding and successful career.



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