Office Management and Secretarial Development

Overview

This course covers the key aspects of professional secretarial and administrative roles of office and personal assistants, executive secretaries, and registry officers. The three-day course enhances effectiveness in carrying out multi tasks under pressure. During the course participants learn and refresh their understanding of office strategies and tools for prioritizing tasks, enjoyable team participation, maintaining an organized environment and excelling in facilitating the core operations of their organizations.

Objectives

- To provide a comprehensive overview of the attitudes, competencies and tools required for effectiveness in secretarial and administrative roles.
- To explore critical strategies and cultivate clear values for executing tasks and achieving goals with excellence

Content Outline
- Secretarial skills
- Administrative competencies
- Communication skills
- Telephone and reception etiquette
- Managing meetings
- Managing bosses
- Managing work relationships *(Incl. managing conflict)*
- Writing minutes
- Managing time
- Managing files and records
- Managing stress
- Presentation skills
- Influencing skills
- Stationery and supplies control *(Incl. Petty Cash)*
- Managing events
- Supervisor skills

Benefits

- Increased confidence and proficiency
- Enhanced effectiveness and efficiency
- Skills to cope with work pressure and fast contexts
- Awareness of easy to use tools and techniques
- Improved overall contribution and organizational performance

The course employs a mix of short lectures, lively interaction, case studies and/or individual and group exercises.

For more information about registering for this course, please contact STA Performance International on info@staperformance.co.za, or +27110428837.