

**SBL CLAIMABLE**

# SECRETARIAL & ADMINISTRATIVE SKILLS

## OVERVIEW

This programme aims to provide participants with detailed information on how to prepare for and handle their duties successfully and a tool kit of skills and techniques for managing the demands of their role, including time management. It also aims to build confidence of participants and encourage a practical approach to their job.

## OBJECTIVES

- Better understand your organisation and the business environment in which it operates
- Recognise your professional role as part of the team and develop strategies for enhancing your service provision
- Identify and develop the skills, knowledge and attitude of a top of the range secretary
- create meaningful relationships with your colleagues at all levels
- develop strategies for planning and organising work, including effective techniques for creating letters, memos and email that influence others

## COURSE OUTLINE

- Role and Responsibilities of A Secretary and Administrator
- Planning and Organising
- Interpersonal Skills & Negotiating
- Business Communication Skills
- Ad Hoc Task
- Decisions- Making and Problem Solving



## WHO SHOULD ATTEND?

- Secretary
- Administrator
- Personal Assistants
- People who would like to enhance their secretarial & administrative knowledge



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