

**Training Title**

**INTERNATIONAL SECRETARIAL SKILLS**

**Training Duration**

**5 days**

**Training Venue and Dates**

Ref SS011	International Secretarial Skills	5	02 - 06 Sep. 2024	\$5,500	Dubai, UAE
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In any of the 4 or 5 star hotel. Exact venue will be informed later.

**Training Fees**

- \$5,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch.

**Training Certificate**

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

**TRAINING OVERVIEW**

**TRAINING DESCRIPTION**

The Professional Secretarial skills Programme is the ideal method for those needing to improve their administrative and secretarial skills or for those looking for the extra business edge.

Keeping the boss organised, on time, and on track is often a challenge, especially when you are not in charge. During this training seminar, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more. Skills practice exercises are interactive, allowing participants to practice what they have learned in a fun, high-energy environment. Successful secretaries and administrators often require many of the same skills as senior staff in an organization. They are the person in charge of the organization's correspondence. They are very often the first point of contact for visitors. Therefore they must display a highly professional image at all times. The role of being a professional secretary or administrator requires: excellent office skills including filing, preparing for meetings, dealing with people, both on the telephone and face-to-face, and first class business writing and communication skills. This programme covers all of these, and more.

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### **TRAINING OBJECTIVES:**

To become a professional secretary and a productive work partner, a secretary should master certain skills besides polishing up basic office procedures.

Time management, filing, writing skills, oral communication skills and good PR are but a few of the abilities the secretary should master.

This training is designated to assist the secretary to become an efficient, professional employee and polish his/her professional image.

- How to use effective body language in your career.
- How to manage travel arrangements and business meetings.
- To understand the importance of effective administration skills within an organization
- To develop the skills needed to be a professional secretary
- To manage your time efficiently and be able to think proactively
- To enhance your communication and interpersonal skills
- How to be assertive and build a good rapport with your boss
- To learn how to set up and manage effective filing systems
- To learn how to manage petty cash systems
- To understand how to manage stock and stationery supplies
- To enhance telephone skills and learn what to say, and what not to say

### **TRAINING METHODOLOGY**

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions and motivating everybody find the right answers. The delegates will also be encouraged to raise their own questions and to share in the development of the right answers using their own analysis and experiences.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

### **WHO SHOULD ATTEND?**

Those who are in a secretarial or administrative position, and who wish to improve their skills, or those who are about to be appointed to such a position.

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## TOPICS COVERED

**Super Assistant: What the Boss Expects**

**Minute taking Protocol and Professional Business Writing**

**Styles and Different Kinds of Bosses**

**Tools of the Trade: Voicemail, Email, Memos, and More**

**Professional Presence: Looking and Acting the Part**

**Difficult Personalities and Difficult Situations: Dealing with Challenges**

**Time Management**

**Conflict Management**

**Stress Management**

**Personal Branding**

**Project Planning**

## COURSE CONTENTS

**Planning and Organizing a smooth-Running Office.**

- A master plan to keep your boss calendar up-to-date.
- Developing Superior organization skill.
- Planning like a profession.

**Filing Strategies and Techniques.**

- Choosing the best filing system for your organizational needs.
- Processing, routing and storing your files.

**Professional Correspondence & Telephone Manners.**

- How to write and organize professional memos, letters and reports.
- Managing the flow of office information.

**Practicing Good Public Relations Skills.**

- Handling visitors professionally.
- Establishing and maintaining good working relationships.

**Coordinating Travel arrangement and Business Meetings.**

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- Planning an executive's business trip from start to finish.
- Effective meeting coordination

**Polishing Your Professional Image.**

- How to create a professional image others respect.

- Case Studies
- Exercise and Training of Diagnostic Methods
- Examination and Discussion

**NOTE:**

**Pre & Post Tests will be conducted**

**Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.**



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