SS186:
Advanced Executive Secretarial Skills

Training Description:

Day in, day out, Executive Secretaries and provide high-level support for top executives. They work usually with very little supervision, anticipating needs, and managing the day to day demands of busy and challenging workloads competently and often with little acknowledgment or encouragement!

This intensive training course seeks to develop and stretch the skill-set of EAs. This training course will help them to understand how to work with different leadership styles and at the same time develop the competence, confidence, and mindset to achieve excellence and to recognize their value to their organizations.

Training Objectives:

By the end of the training, participants will be able to:
- ✓ Appreciate the value and importance of their role
- ✓ Use communication skills to their advantage and to the benefit of their organization
- ✓ Develop self-leadership and interpersonal skills to increase their management potential
- ✓ Be more effective at managing their time and their Executive's time
- ✓ Apply stress management and emotional intelligence strategies in all interactions

Training Designed for:

This course is intended for Executive Secretaries, Personal Assistants, Office Managers and Team Leaders, Administrative Assistants and Co-coordinators and Business Support Executives.

Training Requirement:

"**Hand's on practical sessions, equipment** and **software will be applied during the course** if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:
- ❖ Module 01: Technical Methods in The Organization of Files & Documents:
  - The importance of office communications and archiving of documents
  - Conservation staff characteristics
  - Dealing with office communications
  - The origin and cycle of documents
  - Systems of supervision of archives
  - Classification, coding, and indexing
  - Use of the computer in archiving
  - Save and retrieve correspondence and documents
  - Sorting, deporting, and damaging archives
  - Techniques and modern instruments in circulation, preservation, and retrieval field

❖ **Module 02: Preparation of Reports & Correspondence:**
- The concept of correspondence and reports and their types
- The importance of reports to management
- Skills and skills for writing and reading development
- Characteristics and parts of a good report
- Method of writing correspondence and reports
- The illustrations in the reports
- Computer and output correspondence and reports
- Common mistakes in writing correspondence and reports

❖ **Module 03: Modern Secretarial Skills:**
- Administrative Assistant role in the enterprise, and features of the Administrative Assistant
- Communication skills in secretarial offices
- Preparation of the agenda and the minutes of the meeting, organization of travel
- Organization of office work: appointments, time, the order of work according to priorities
- Dealing with others, and working pressure in secretarial offices
- Simplification of office work procedures, and effective use of the phone
- Electronic Secretarial
- Use modern hardware, software, and office tools

❖ **Module 04: Executive Secretarial and Office Management:**
- Office administrative process
- Tasks and responsibilities and attributes of the office manager, administrative assistant executive secretary
- Communication skills
- Time management and priority setting
- Organizing meetings and organizing travel
- Dealing with telephone calls, and with visitors
- The physical environment in the modern office
- Correspondence, reports, and internal notes
- Office equipment and techniques
- Work manuals and office procedures

❖ **Module 05: Electronic Secretarial:**
- Recent trends in secretarial
- The importance of modern techniques in secretarial work
- Preparation of correspondence and reports on the computer
- View information on the computer
- Organize people's information electronically
- Organize meetings electronically
- Organize archives and documents electronically
- Electronic organization of appointments and tasks in secretarial offices
- Electronic communications (Internet, intranet, e-mail)

❖ **Module 06: Self-development of Administrative Assistants & Etiquette:**
- The concept of etiquette, its rules, and its importance in secretarial tasks
- Work without supervision and self-development

- Development of positive concepts and trends
- Phone usage skills
❖ Course Conclusion
❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30%   Lectures, Concepts, Role Play
- 70%   Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:
07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:
Aisha Relativo - Training & Career Development Manager
aisha@cmc-me.com / training@cmc-me.com
Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615