

# Administrative and Secretarial Skills

## Course Overview

To make sure that your work is done effectively and efficiently and to develop an assertive organized approach to managing people & processes in the office environment, you need to attend this interactive course through which your professional & personal skills will be improved

## Course Outline

### Module 1: Overview and General Duties

- Professional traits and qualities
- Office settings
- Overview of operational and management functions of a typical business
- Daily duties
- Introduction to office equipment, furniture and supplies
- Organizing work and protecting its quality
- Being a time intelligent person
- Prioritizing the tasks

### Module 2: Office Communications

- Telecommunications equipment and systems
- Managing incoming and outgoing communications
- Using the telephone effectively and telephone etiquette
- Business writing and netiquette fundamentals
- Overview of the document planning and generation process
- Proof-reading skills
- Setting up/developing writing layout and style guidelines for the organization
- Quick review of English and Arabic grammar
- Handling the different stages from giving, and receiving to passing on information successfully.
- Briefing skills management.
- Arranging and assisting with meetings and conferences
- Setting agendas, taking notes & minutes and following-up
- Managing the paper-load and developing paperless systems
- Getting the best from office technology
- Preparing & designing presentation slides

### Module 3: Personal Communication Skills Development

- Assertiveness and conflict
- Listening skills
- Behavioral styles and how people want to be treated
- Developing a personal chain of work-connections.
- Handling people who have problems, and people who cause problems.
- Action planning

## **Training Methodology**

This course is a highly interactive training course, providing everyone with an opportunity to exchange reviews and learn from each other's experiences. It also includes a range of case studies, management games discussions and exercises.

## **Learning Objectives**

Upon completion of this course, participants will be able to:

- Manage a network of working relations
- Communicate effectively
- Manage time for themselves and others
- Manage the performance of admin staff
- Manage and present information
- Organize and improve office systems

## **Who Should Attend**

- Office Managers
- Personal Assistants
- Executive Secretaries
- Supervisors of clerical and administrative staff
- Office Administrators

**Course Duration:** Three days from 9:00AM to 4:00PM

**Registration Deadline:** One week before the course date

**Course Venue:** Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

## **Registration & Payment:**

- Course fees include soft copy of the material, coffee break, light lunch and certificate.
- Payment by cheque in Top Business name, cash to Top Business address or by bank transfer.
- Payment is due within 3 working days from course confirmation. Registration is confirmed only after course payment
- Payment is non-refundable; however, participant can be substituted or attend next confirmed round of the same course or another course during the same calendar year.
- Payment is non-refundable in the event of a participant no show on the 1st day of the course.

## **For More Information**

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