

€ TRAINING

Advanced Executive Secretarial and
excellence in the art of dialogue and
communication power



7 - 11 April 2019
London (UK)



Advanced Executive Secretarial and excellence in the art of dialogue and communication power

REF: M12383 DATE: 7 - 11 April 2019 Venue: London (UK) - Fee: 4500 Euro

Course Objectives:

Participants acquire new skills and actually refine skills through four main themes:

- Tasks and responsibilities.
- Basic and personal skills.
- Actual and practical applications.
- Electronic and technological applications.

The detailed content of the session:

Technical methods in the organization of files and 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.

Preparation of reports and 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.

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, 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.

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.

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.

Self-development of administrative assistants and 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.