

# € TRAINING

Essentials of Secretary Skills





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### Introduction:

This training program is designed to equip participants with foundational skills crucial for success in administrative roles. It empowers individuals with the tools and knowledge needed to excel as competent and efficient secretaries in diverse work environments.

### Program Objectives:

At the end of this program, participants will be able to:

- Define and understand the role of the office manager and administrator.
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer.
- List the main causes of stress and apply the techniques needed to control them.
- Apply time management techniques required for better office productivity.
- Organize meetings effectively.

### Targeted Audience:

- Managers.
- Team Leaders.
- Supervisors.
- Senior Managers.

### Program Outlines:

#### Unit 1:

##### Perception Management:

- Perception versus reality.
- The 3Ds of successful administrators: dramatically and demonstrably different.

- Competencies required for success.
- What it takes to be a 'star' at work.
- Identifying your role.

## Unit 2:

### Professional Presence:

- Improving credibility and gaining recognition.
- Importance of having a positive attitude, being assertive.
- Selling your ideas to the boss, colleagues, subordinates, and clients.
- Preparing a professional presentation.
- What constitutes professional business writing, Style and layout.
- Obtaining your objective with the reader.

## Unit 3:

### Stress Mastery:

- Causes and symptoms.
- Identifying your stressors.
- How stress affects performance.
- Formulating a comprehensive stress management plan.

## Unit 4:

### Customer Focus:

- Understanding the needs of internal and external customers.
- Removing services barriers.
- Providing excellent service.
- Breaking down the silo mentality.
- Handling complaints.



## Unit 5:

### Communication Excellence:

- Professional telephone behavior.
- Rules for good listening.
- Steps in the professional handling of an incoming call.
- Dealing with difficult callers.
- Identifying common phone problems and formulating solutions.