



Business success through people

## **Advanced skills for executive secretaries**

### **Course overview**

This dynamic seminar will teach you the personal effectiveness skills that will enable you not only to secure your technical skills but also execute more complex responsibilities. Using the skills taught, you will be more self-assured and recognised as a member of the management team. Past participants and their managers have sent us enthusiastic thank you letters reporting that the delegates return confident, motivated, and demonstrating excellence in handling higher and more complex demands.

### **Course duration: 2 days**

### **Program**

The importance of business awareness for secretaries  
Categorising your skills  
How to present ideas to managers in terms of profits  
Learning to use management vocabulary  
Recognising different personalities  
Goal setting  
Communication  
Time management  
Effectively managing your manager

### **You will learn**

Ways to better anticipate your manager's needs  
To make your manager's strengths more productive and weaknesses irrelevant  
To effectively relate with different personalities  
Methods to establish goals and action them  
How to turn conflict into collaboration  
How to make your job more meaningful and contributory

### **Who will benefit**

- Executive secretaries
- Personal assistants
- Executive assistants
- Senior secretaries
- Office managers
- Administration managers · Office assistants
- Administrative support staff

This seminar was selected by the United Kingdom's National Training Index as one of the best six courses or "high spots" of training.