



Business success through people

Management skills for executive secretaries

Course overview

This high quality interactive learning experience will build the managerial side of your secretarial role. It will equip you with the leadership and team skills to get things done through others. In accordance with the increased responsibility being given to secretaries, this course enhances your ability to influence and gain commitment from others. Importantly, it teaches you how to gain increased visibility and respect.

Course duration: 3 days

Program

- Personalities and teamwork
- Motivation
- Conflict resolution
- Advanced communication
- Stress management
- Creating a higher visibility
- Actioning a career development plan · Marketing yourself

You will learn

How to build your team and develop your colleagues' strengths

Ways to boost performance of team members

Principles of effective supervision Problem-solving and decision-making tools Steps to reduce your stress

Who will benefit

- Executive secretaries
- Personal assistants
- Executive assistants
- Senior secretaries
- Office managers
- Junior secretaries earmarked for promotion
- Office assistants earmarked for promotion
- Support staff earmarked for promotion

This course was selected by the UK's National Training Index as a "high spot" of training.