



# Institute for Capacity Development (ICD)

3<sup>rd</sup> Floor, Hatfield Corner, 1101 Burnett Street, Hatfield, P.O. Box 7288, Pretoria 0001, South Africa  
Phone: +27123623397|Cell: +27603048492|Fax +27123623375| E-mail: [coordinator@icdtraining.com](mailto:coordinator@icdtraining.com)

## Advanced Executive Office Administration and Secretarial Skills

### Course Objectives

On completion of the course participants should be able to:

- Take control of their work habits and develop the practical skills and the personal strengths needed to be professional office managers
- Advise and make decisions on behalf of the managers
- Increase their productivity and effectiveness by prioritizing and making continuous improvement of their working practices
- Manage time better and work to meet deadlines
- Express themselves assertively with confidence and clarity to customers, colleagues and higher management
- Perform better at record keeping, organizing meetings and providing useful assistance to their supervisors;
- develop their levels of self-motivation, self-control and self-confidence
- Use a wide range of thinking skills, including: planning, problem solving, creative thinking and decision-making

### Target Groups

- Executive secretaries
- Junior secretaries
- Personal assistant and private secretaries
- Administrative assistants
- Administrators

### Course Outline

- General Management Skills and practises
- Setting Personal objectives
- Conducive office environment management
- Reporting to Management
- Communications and Correspondence
- Identifying common issues and challenges
- Preparing and delivering a speech in public
- Delegation and Motivation
- Time Management

- Developing emotional intelligence
- Managing Conflicts
- Organising Appointments and Meetings
- Financial responsibilities
- Invoicing/Petty cash
- Successful public relations
- Relationship Management
- Organizing and Managing Teams
- Operational Management and Resources Management
- Leadership development
- Diversity Management
- Strategies for managing change
- Decision making and problem solving
- Disciplinary issues
- Database Management
- Action Planning

Dates: 17<sup>th</sup> – 28<sup>th</sup> July 2017

Cost: US\$3250

Duration: 2 weeks

Venue: Windhoek, Namibia