



# Institute for Capacity Development (ICD)

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## 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

- Setting Personal objectives
- Conducive office environment management
- Reporting to Management
- Identifying common issues and challenges
- Preparing and delivering a speech in public
- Delegation and Motivation
- Effective Utilization of Available Technologies
- Time Management
- Developing emotional intelligence

- Managing Conflicts
- Best practices for delivering positive and negative feedback
- Organising Appointments and Meetings
- Financial responsibilities
- Successful public relations
- Relationship Management
- Coaching Skills
- Basic Project Planning
- Organizing and Managing Teams
- Operational Management and Resources Management
- Leadership development
- Diversity Management
- Strategies for managing change
- Negotiation skills and technique
- Motivation and Talent Management
- Team Appraisals and Reviews
- Decision making and problem solving
- Action Planning

Dates: 14<sup>th</sup> – 25<sup>th</sup> January 2019

Duration: 2 weeks

Course Cost: US\$3250/delegate

Venue: Pretoria, RSA