



Institute for Capacity Development (ICD)

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Executive Administration Skills for PAs and Secretaries

Course Objectives

On completion of the course, participants should be able to:

- Prepare for and provide effective support in meetings, conferences, congresses, symposiums and seminars
- Improve in dealing effectively with visitors, customers and colleagues
- Manage time better and work to meet deadlines
- Develop word- processing and computer skills
- Present ideas with impact and clarity
- Successfully negotiate and influence others
- Conduct secretarial/administration work effectively

Target groups

- Executive secretaries
- Public Relations Officers
- Junior secretaries
- Personal assistant and private secretaries
- Administrative assistants

Course Outline

- The secretary's role in organisations
- Working in the Executive Office
- Strategies for Effective Office Management
- Planning, Organizing and Delegation
- Motivating
- Professional image development
- Office Administration and management
- Management and influencing skills
- Leadership styles
- Time management
- Problem solving decision making
- Strategic Relationship management
- Assertiveness skills
- Telephone skills
- Report writing skills
- Managing Meetings with Confidence
- Types of meetings and minutes taking

- Events management
- Electronic Diary Management
- Customer Service
- Dealing with difficult clients
- Building Human Relations
- Empathy Skills
- Stress Management
- Feedback Skills
- Presentation and Communication Skills
- Emotional Intelligence
- Public diplomacy and Protocol procedures
- Social Etiquette
- Public Relations
- IT Skills
- Action planning

Dates: 05th – 16th June 2017

Duration: 2 Weeks

Course Costs: US\$3150/delegate

Venue: Pretoria, RSA