



# 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

- General Management Skills
- 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
- Petty cash 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
- Use of National Symbols of Different Countries
- Precedence or Seniority
- Social Etiquette
- Public Relations
- Database Management
- Action planning

Dates: 01<sup>st</sup> – 12<sup>th</sup> October 2018

Duration: 2 Weeks

Course Costs: US\$3150/delegate

Venue: Pretoria, RSA