



# Institute for Capacity Development (ICD)

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## Management Advancement Programme for Secretaries and PAs

### Course Objectives

On completion of the course participants should be able to:

- Understand the role of the secretaries in service delivery
- Apply strategies to Promote the institutional image
- Advise and make decisions on behalf of the managers
- Have working knowledge on issues that are critical to the day to day running of public offices
- Apply computer skills in office management and personal planning
- Prepare for and provide effective support in meetings, conferences, congresses, symposiums and seminars
- Manage time better and work to meet deadlines
- Deal with various types of letters/memos;
- Perform better at record keeping, organizing meetings and providing useful assistance to their supervisors;

### Target Groups

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

### Course Outline

- Conducive office environment management
- Diary Management
- Communications and Correspondence
- Telephone and reception
- Business information resources
- Time Management for Greater Efficiency
- Time and task management
- Document organization and preparation
- Document Presentation
- Composition of business correspondence
- Records and image management
- Organizing meetings
- Appointments and meetings
- Financial responsibilities
- Petty cash
- Work planning
- Successful public relations
- Relationship Management
- Organizing and Managing Teams
- Operational Management and Resources Management

- Leadership development
- Transformational leadership and change management
- Diversity Management
- Motivation and Talent Management
- Decision making and problem solving
- Action Planning

Dates: 13<sup>th</sup> – 24<sup>th</sup> August 2018

Duration: 2 Weeks

Course Costs: US\$2850

Venue: Windhoek, Namibia