



Course Introduction:

As global competition continues to pick up momentum, and cost effectiveness is the key word, the clerical function is increasingly enriched and enhanced. Clerks continue to assume higher profile roles, ensuring the administrative office is in sync with the rest of the organisation. No organisation can afford an administrative office, choking the value adding processes. And the clerical function cannot operate in a vacuum, without active tentacles into the operations.

This program addresses the why and how of clerical challenges, and provides the motivation and approach to participate in the strengthening of the organisation.

Course Objectives:

- Understand your key roles in the organisation
- Review and respect your impact on the organisation
- Enhance your contribution to enhancing organisational effectiveness
- Learn to scan the environment and support the administration
- Being prepared for contingencies
- Learn the technical skills required
- Learn the interpersonal and communication skills required
- Being able to build trust and rapport
- Make do with what you have
- Being cost effective and productive
- Keeping up with the speed and getting things done

Who Should Attend?

Clerical activities are performed at many departments and functions, and this course is designed for all levels of persons involved in clerical work, supervision, administration and management. The course will benefit practitioners and their supervisors or managers.

Course Outline:

- The Clerical Function in the Organisation
- Office System – Why and How It Works
- The Clerical Strategic Position and Impact
- Enhancing the Organisational Effectiveness through the Clerical Function
- Scanning the Environment and Supporting the Administration
- Anticipating and Being Prepared to Perform

- Clerical Resourcefulness – Making Do With What You Have
- Clerical Productivity Management – Methods and Measures
- Keeping Up With the Boss
- Basic Telephone Skills
- Managing Records and Information
- Technical Skills for the Clerical Function
- Problem Solving and Getting Decisions Done
- Clerical Discipline in a Political Environment
- Interpersonal & Communication Skills
- Building Trust and Rapport – Team Player
- Confidentiality Management
- Time Management and Meeting Targets
- Building Self Confidence
- Motivating for Excellence

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

