



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



ADVANCED Competencies for Professional Secretaries



ACTVET
Ribu Dhabi Centre for
Technical and Vocational
Education and Training



INTERNATIONAL ASSOCIATION FOR
HEALTH AND OCCUPATIONAL
SAFETY AND THE ENVIRONMENT



PM Project
Management
Institute
Registered
Education
Provider

EFQM
Member



Course Introduction:

Gain the knowledge you need as an administrative executive, admin support personnel, secretary or administrative assistant to become a valued and productive member of your organization. Your role has evolved into a complexity of shifting roles and responsibilities.

This training will provide you with the advanced skills needed to improve your competency, gain confidence and develop your capacity to take on new levels of responsibility to advance your career

Course Objectives:

- Identify, develop and improve key competencies necessary for superior performance
- Improve creative thinking, problem solving and decision making skills
- Develop reading skills and note-making effectiveness
- Learn to use and apply simple memory systems
- Be better able to understand personality and behavioral characteristics in order to achieve what they want from other people
- Develop a plan and approach for self-development

Who Should Attend?

- Anyone involved in the operational supervision of an office environment
- Secretaries and administrative support personnel needing to develop superior performance in their working environment
- Senior Personal Assistants
- Senior Secretaries

Course Outline:

Personal Effectiveness

- Your Brain Skills: The Brains behind a Business
- Thinking about reading (and identifying your current skills)
- How to be a 'successful' reader
- Reading strategies: the theory
- Thinking about note-making
- How to make notes quickly and effectively using mind mapping
- Practice using mind mapping
- Reading at work

- Combining Fast Reading and Mind Mapping skills to increase effectiveness
- Memory magic: Introduction to Memory systems
- Memory linking
- Memory journeys
- Remembering names and numbers
- Memory at work

Effective Inter-Personal Communications

- Barriers - and their solutions
- Body Language/building rapport
- Keys to relationships
- Self image and self esteem
- Getting your point across: know what to say and when to say it
- Managing feelings; managing other people
- Listening and questioning

Time Management, Planning & Problem Solving

- Results-orientated time management
- Outcome planning for better results
- Can anyone be creative?
- Practical approaches to problem solving
- Prioritization and Planning Periods
- Getting things done
- Identifying and dealing with timewasters

Your Personal Skills-set: Putting It All Together

- Your role and job in the context of any organization
- Using Core Skills in the real world
- Thinking and working in groups
- Better Meetings
- How to change habits of a lifetime

Setting the Scene and Evaluating Existing Skills

- General introduction
- Assessing prior skills and knowledge
- Competencies required
- Perceptions, attitudes and beliefs
- Learning Styles/Thinking Styles
- Time management skills

- Time Management Group Activity 1
- Video on time management
- Time Management Group Activity 2

Organizing and Planning

- Managing workflow
- Techniques for organizing and planning – brainstorming, SWOT analysis, Goal setting, setting SMART objectives
- Group Activity
- Mind Mapping
- Video
- Group Activity – mind mapping exercise
- Managing meetings

Communication Skills

- Understanding Assertiveness
- Group Activity on assertiveness
- Listening and questioning skills
- Group activity on listening effectively
- Body Language
- Group activity on body language
- Video
- Color Code Exercise – team working involving sequencing, problem solving & concentration and memory
- Video - working with different personalities & cultures.

Team working

- Conflict management
- Dealing with difficult people
- Managing upwards
- Stress management
- Group Team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management

Presentation skills

- Telephone skills
- Writing skills
- Email etiquette
- Presentation skills

- Group Exercise – delegates to prepare and present a 4 minute presentation on a topic to be agreed.
- Review of the week

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 Fees:

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

Course Certificate:

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

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