€TRAINING

Essentials of Secretary Skills

17 - 21 February 2025
Kuala Lumpur (Malaysia)

Essentials of Secretary Skills

REF: K1594 DATE: 17 - 21 February 2025 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

This training program is designed to equip participants with the core skills required to excel in administrative and organizational support roles. It focuses on enhancing communication, time management, organizational abilities, and professionalism to meet the demands of modern workplaces effectively.

Program Objectives:

By the end of this program, participants will be able to:

- Master effective communication skills for professional interactions.

- Organize and manage schedules, documents, and office tasks efficiently.

- Develop time management techniques to optimize productivity.

- Build and maintain professional relationships within the workplace.

- Apply best practices for handling confidential and sensitive information.

Target Audience:

- Administrative assistants and secretaries.

- Office managers and coordinators.

- Professionals seeking to improve their secretarial skills.

- Secretarial staff aiming to develop core competencies.

- Employees transitioning into administrative support roles.

Program Outline:

Unit 1:

Foundations of Effective Communication:

- The role of communication in secretarial success.

- Professional email and phone etiquette.

- Active listening and interpersonal communication skills.

- Writing clear and concise business correspondence.

- Managing conflicts and building positive relationships.

Unit 2:

Time and Task Management:

- Prioritizing tasks and managing competing deadlines.

- Techniques for efficient scheduling and calendar management.

- Using productivity tools and apps to streamline workflows.

- Strategies for minimizing interruptions and staying focused.

- Balancing work responsibilities with professional development.

Unit 3:

Document and Record Management:

- Organizing and maintaining office files and records.

- Understanding data confidentiality and security protocols.

- How to prepare professional reports and presentations.

- Best practices for managing correspondence and documentation.

- Digital tools for efficient document handling.

Unit 4:

Office Organization and Support:

- Setting up and managing a professional office environment.

- Coordinating meetings, events, and travel arrangements.

- Handling administrative responsibilities with precision.

- Supporting team members through effective collaboration.

- Creating a positive and productive workplace atmosphere.

Unit 5:

Professionalism and Ethical Conduct:

- Building a professional image and maintaining confidentiality.

- Understanding workplace ethics and organizational policies.

- Enhancing adaptability and resilience in the workplace.

- Addressing challenges with confidence and problem-solving skills.

- Continuous improvement and career development in secretarial roles.