BLACKBIRD FOR TRAINING

The Essentials of Secretary Skills

1 – 5 November 2027
Kigali (Rwanda)



The Essentials of Secretary Skills

Ref: 3099_289404 **Date:** 1 – 5 November 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Introduction

Training for secretary skills is essential to the success of any organization, playing a critical role in organizing and coordinating daily operations to ensure a smooth workflow. The course "The Essentials of Secretary Skills" is designed to equip participants with the core knowledge and skills needed to perform secretarial tasks efficiently. This course covers appointment scheduling, document management, professional communication skills, and the use of modern technological tools. The goal is to enable participants to perform their duties with high efficiency, contributing to organizational goals and enhancing the work environment.

Course Objectives

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

- Define and understand the role of the office manager and administrator.
- Implement verbal and written communication strategies to effectively carry out responsibilities.
- Develop a service-oriented mindset aimed at serving both internal and external customers.
- Identify the main causes of stress and apply techniques to control it.
- Apply time management techniques to improve office productivity.
- Organize meetings effectively.
- Handle telephone calls properly and professionally.

Course Outlines

Day 1: The Role of the Office Manager and Administrator

- Perception vs. Reality: Understanding the difference between the perception of a secretary and the reality of the role.
- The 3Ds of Successful Administrators: How to stand out and be dramatically and demonstrably different.
- Key Competencies for Success: Identifying the essential skills required to thrive in a secretary or office manager role.
- What It Takes to Be a ‘Star’ at Work: Traits that make an excellent secretary or office administrator.
- Identifying Your Role: How to assess and define your responsibilities within the organization.



Day 2: Effective Verbal and Written Communication Skills

- Improving Credibility and Gaining Recognition: How to build trust and credibility in the workplace.
- The Importance of a Positive Attitude: Developing a mindset that enhances professional relationships.
- Being Assertive: How to express your opinions confidently while remaining professional.
- Selling Your Ideas: Persuading your boss, colleagues, subordinates, and clients effectively.
- Preparing a Professional Presentation: Key techniques for creating and delivering impactful presentations.
- What Constitutes Professional Business Writing: Best practices for writing professional emails, reports, and other documents.
- Style and Layout: Understanding the importance of clear and well-structured communication.
- Serving the Internal and External Customer: How to address the needs of both internal team members and external clients.

Day 3: Stress Management Techniques

- Causes and Symptoms of Stress: Identifying sources of stress and their impact on performance.
- How Stress Affects Performance: Understanding the negative effects of stress on productivity.
- Formulating a Comprehensive Stress Management Plan: Effective strategies to reduce stress in the workplace.
- Managing Time:
    - Identifying and eliminating time wasters.
    - Setting goals and priorities to increase efficiency.
    - Using tools to control and improve effectiveness.
    - Planning and managing time for yourself and others.
- Preparing Time Logs: How to analyze your time management practices and improve them.

Day 4: Organizing Meetings

- Elements of an Effective Meeting: Understanding the key components for productive meetings.
- Preparing the Agenda: How to create a structured meeting agenda that ensures efficiency.
- Dealing with Time Wasters: How to avoid common pitfalls that waste time in meetings.
- Taking Minutes of Meetings: Best practices for documenting meeting discussions and decisions.
- Responsibilities of Meeting Leaders and Participants: Knowing what is expected from both meeting facilitators and attendees.

Day 5: Using the Telephone Professionally

- Professional Telephone Behavior: The do’s and don’ts of handling phone calls in a business setting.
- Rules for Good Listening: Developing active listening skills for effective communication.
- Steps in Professional Call Handling: How to handle incoming calls with professionalism and clarity.
- Dealing with Difficult Callers: Techniques for Managing Challenging Phone Conversations.
- Identifying Common Phone Problems and Solutions: How to troubleshoot and resolve common telephone communication issues.



Why Attend this Course: Wins & Losses!

This training for secretary skills Course is an invaluable opportunity for professionals looking to enhance their administrative expertise. Whether you're just starting out or looking to improve your executive secretary skills, this course provides the training needed to excel in today’s fast-paced business environment.

Key Benefits of Attending this Course:

- Master Basic Secretarial Skills: Learn the foundation of secretarial skills essential for any office setting.
- Develop Executive Secretary Skills: Gain specialized knowledge to become a highly effective executive secretary.
- Improve Communication Skills: Enhance your secretary's communication skills—both verbal and written.
- Stress Management: Understand how to manage stress, a common challenge for administrative professionals.
- Time Management: Discover techniques for maximizing efficiency, an essential skill for all secretaries.
- Meeting Organization: Learn how to organize meetings professionally to increase productivity.
- Telephone Etiquette: Master the art of managing phone calls professionally, ensuring effective communication at all times.
- Boost Your Career: Improve your professional qualifications with hands-on training and certification in secretarial skills.

Conclusion

Upon completion of the training for secretary skills course, you will have gained a comprehensive understanding of the key secretarial skills required for effective office management. From time management and stress reduction techniques to meeting organization and professional communication, this course will equip you with the tools to be a highly effective and organized secretary or office administrator. Whether you're looking to refine your executive secretary training or enhance your business support skills, this course offers the perfect balance of theory and practical skills.

This training is an essential investment for anyone in or aspiring to an office management or executive secretary role. By mastering the core skills of a secretary, you will be able to improve both your professional development and the overall efficiency of your organization. Join us and take the first step toward becoming an excellent secretary and a valuable asset to your team.

