

Professional Secretarial & Communication Skills

Kigali (Rwanda)

7 - 11 April 2025

UK Training

PARTNER



Professional Secretarial & Communication Skills

Code: SA28 From: 7 - 11 April 2025 City: Kigali (Rwanda) Fees: 3700 Pound

Introduction

Administrative assistants are invaluable members of the office team. They are charged with overseeing and coordinating the day to day operations of a business. Thanks to the advent of communication technology, the skills these assistants require have become diversified, and the ability to multitask and juggle several different instructions at once has become essential. Other qualities needed by these members include excellent communication skills, a polished appearance, and good interpersonal instincts. This course tackles all these behavioral skills while focusing on areas related to the use of technology to get things done effectively and successfully.

Course Objectives of Effective Secretary & Communication Skills

- Define and apply the new roles of executive assistants and administrators to meet modern challenges
- Use technology to get more done and to stay connected with the office and their boss
- Plan and organize workflow effectively
- Filing, documenting, sorting, indexing, and retrieving corporate documents
- Create quality standards for a motivating and productive office environment
- Demonstrate a better command of the English language including meaning, spelling, grammar, and writing

Effective Secretary & Communication Skills Course Outlines

Day 1

New roles for new times

- The changing organization
- The role of management in the workplace
- The main tasks of office managers
- New roles for new times
 - Optimizing communication and influence
 - Fostering a professional attitude
 - Producing results from various activities
 - Use of technology to get things done

Day 2

Mastering data management, indexing, and archiving

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The pieces are gold and silver. The board is white and black squares. In the background, there are concentric circles radiating from the center.

UK Training
PARTNER

- Mastering filing systems
- Five secrets to organize files better
- Records management
 - The records and information cycle
 - Common problems in records management
 - Rules for indexing personal and business names
 - Cross-referencing personal names

Day 3

Creating a motivating and productive office environment

- Feng Shui office design: the art of working tips and basic steps
- Dealing with and managing diversity
 - Communicating across cultures
- Six steps to great time management
- Dealing with difficult bosses
- Inbox zero: managing emails effectively

Day 4

Advanced communication skills for administrators

- Business communication
 - Communication defined
 - Types of communication
 - Tips for smart communication
- Creating powerful short presentations
 - Tips for powerful presentations
 - Key characteristics of dynamic speakers
 - The four-step communication process
 - The 'A-U-D-I-E-N-C-E' analysis
 - The anatomy of a good presentation
- Advanced business writing
 - Managing the expectations of readers
 - Using positive and courteous language
 - Preparing meeting agendas and minutes

Day 5

The executive assistant success toolbox

- Basic modern office etiquette
 - Telephone etiquette
 - Email etiquette
- Event planning and execution
 - Preparing for meetings and conferences
 - Major event planning elements
 - The event toolbox
- Team and leadership skills

UK Training

PARTNER



- Team formation stages
- Situational leadership

UK Training
PARTNER



Blackbird Training Cities

Europe



Zurich (Switzerland)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami(USA)



New York (USA)



Toronto (Canada)

Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Moscow (Russia)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)

UK Training
PARTNER

Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Refinement

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 training@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

