BLACKBIRD FOR TRAINING

The Essentials of Secretary Skills

Accra (Ghana)

6 - 10 October 2025

The Essentials of Secretary Skills

Code: SA28 From: 6 - 10 October 2025 City: Accra (Ghana) Fees: 3300 Pound

Introduction

Secretary skills are fundamental to the success of any organization, playing a crucial role in organizing and coordinating daily operations to ensure smooth workflow. The course "The Essentials of Secretary Skills" is designed to equip participants with the fundamental knowledge and skills needed to perform secretarial tasks effectively. The course will cover appointment scheduling, document management, professional communication skills, and the use of modern technological tools. The aim is to enable participants to perform their duties with high efficiency, contributing to organizational goals and enhancing the work environment.

Course Objectives

- Define and understand the role of the office manager and administrator.
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer.
- List the main causes of stress and apply the techniques needed to control them.
- Apply time management techniques required for better office productivity.
- Organize meetings effectively.
- Handle telephone calls properly and professionally.

Course Outlines

Day 1

The role of the office manager and administrator

- Perception versus reality.
- The 3Ds of successful administrators: dramatically and demonstrably different.
- Competencies required for success.
- What it takes to be a 'star' at work.
- Identifying your role.

Day 2

Effective verbal and written communication skills

- Improving credibility and gaining recognition.
- Importance of having a positive attitude.
- Being assertive.
- Selling your ideas to the boss, colleagues, subordinates, and clients.

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- Preparing a professional presentation.
- What constitutes professional business writing.
- Style and layout.
- Obtaining your objective with the reader.
- Expectations of readers.

Serving the internal and external customer

- Understanding the needs of internal and external customers.
- Removing services barriers.
- Providing excellent service.
- Breaking down the silo mentality.
- Handling complaints.

Day 3

Stress management techniques

- Causes and symptoms.
- Identifying your stressors.
- How stress affects performance.
- Formulating a comprehensive stress management plan.

Managing time

- Identifying and eliminating time wasters.
- Setting goals and priorities.
- Using measures to control and improve your effectiveness.
- Planning and managing time for self and others.
- Preparing time logs and learning from them.

Day 4

Organizing meetings

- Elements of an effective meeting.
- Preparing the agenda.
- Meeting common time wasters.
- Taking minutes of meetings.
- Responsibilities of meeting leaders and participants.

Day 5

Using the telephone properly

- Professional telephone behavior.
- Rules for good listening.
- Steps in the professional handling of an incoming call.
- Dealing with difficult callers.
- Identifying common phone problems and formulating solutions.

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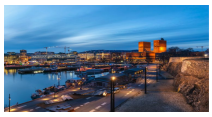
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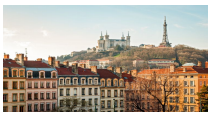
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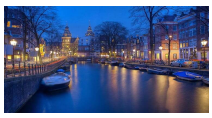
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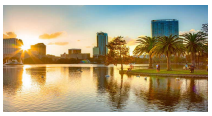
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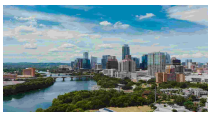
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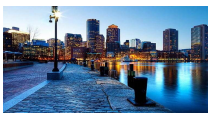
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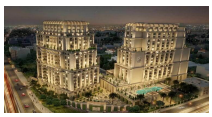
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