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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Modern Techniques in Secretary & Office Management

التقنيات الحديثة في السكرتارية وإدارة المكاتب

06 – 10 January 2019

Dubai / United Arab Emirates

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

The role of the secretary is rapidly changing and he/she is taking on more of the work of the manager. He/she needs to develop administrative skills into managerial talents in order to enable his/ her superior to delegate work with assurance.

## Objectives

To identify and correct deficiencies, enhance strengths and promote professionalism in the modern executive secretary and administrator.

### You will Learn how to:

- Develop and effective communication strategy with your boss and gain respect from other employees
- Apply techniques for solving day to day administrative problems
- Conduct efficient, effective meetings
- Enhance your personal performance within your organization
- Understand what your organization requires from you to increase your value
- Project the right corporate image
- Discover how to influence your boss
- Anticipate your bosses requirements before he has to ask you
- What managers want from today's secretaries
- How to control time instead of having time control you

## Who Should Attend?

### The Nominees for this course is all department, preferably:

- Executive Secretaries
- Personal Assistants (PA)
- Executive Assistants
- Senior Secretaries
- Administrators wishing to enhance their ability to perform
- Those working in the office environment with responsibility for the efficient administration and co-ordination of the physical, administrative and human resources of a department.

## Course Outline

### Day One

#### **Office Management**

- Definition Of Office Management
- Characteristics Of Office Management
  - Personnel
  - Means
  - Environment
  - Purpose

#### **Functions of Office Management**

- (A) Planning,
- (B) Organizing,
- (C) Directing, and
- (D) Controlling.

#### **Office Supervision**

- (I) Commanding.
- (ii) Guiding.
- (iii) Controlling.

#### **Professional Secretarial Skills**

**Six Traits Differentiate Professional Secretaries From Others..  
A Winning Attitude for The Professional Secretary**

### Day Two

#### **Setting Goals**

- Defining goals setting
- Thought to motivate you to set goals
- Separating real from neurotic goals from ideals to action

**Number of Techniques that Aim to Increase the Effectiveness of a Person in Getting the Things Done.**

- To-do list
- Goal setting
  - Rational goals

- Directional goals
- Muddling through
- Value and cost of meeting
- Types of meetings
- Successful meeting leader and participants
- Meeting process
- The manager / secretary meeting the second magic ten minutes
- Learn how to control time during meetings
- Controlling your telephone
- Dissolving time loss causes

### **Five Components Contributing To Effective Interpersonal Communications**

- SELF-CONCEPT
  - Importance of the Self-Concept
  - A Weak Self-Concept
  - Forming the Self-Concept
- LISTENING
  - The “Third Ear”
- CLARITY OF EXPRESSION
  - A “Longer” Board
  - An Effective Communicator
- COPING WITH ANGRY FEELINGS
  - Suppression
  - Expression
- SELF-DISCLOSURE
  - Blocks to Self-Revelation
  - Dynamics of Trust

### **Day Three**

#### **Improving and managing a successful relationship with your boss**

- Introduction
- Misreading the Boss-Subordinate Relationship
- Understanding the Boss
- Understanding Yourself
- Developing and Managing the Relationship
- Good Use of Time and Resources.

#### **Dealing with others**

- Challenging....Difficult....Problem People
- Four Basic Intents of People
- Blending and redirecting two essential skills to deal with people

- How to change your Attitude
- “Lens of Understanding”

## **Day Four**

### **7 Steps to Master Time**

- Step 1: Priorities and Goals
- Step 2: Estimating time requirements
- Step 3: Allocating Your Day
- Step 4: Touch it once. Do it now. Do it right the first time.
- Step 5: Using Time Management Method
- Step 6: Putting the “7 Steps to Mastering Time” to work
- Step 7: Do just one more task
- Use the Seven Steps
- Conclusions

### **Meeting Management**

- Meeting Purpose
- When to hold a meeting
- Meeting Components
- Meetings Add “Richness”
- Meeting Flowchart ( Meetings in 3 steps)
  - Before the Meeting
    - Purpose Drives Preparation and Participation
    - Plan ( time – invitation- Space)
    - Common planning problems and solutions
    - Prepare Meeting Agenda
  - Run the meeting
    - Lead
    - Getting Started
    - Staying on Task
    - If a Meeting Gets Stuck
    - Decision making
    - Wrapping it Up
    - So what can I do?
    - Minutes preparation
  - After the meeting
    - FOLLOW-UP
- Meeting Problem Solutions

## Day Five

### **Making the office technology work for you**

- Making maximum use of your personal computer- Using the different software to organize your work.
- Using e-mail to improve communication
- The Internet – what it can do for you?

### **The future role of the PA/Executive Secretary**

- The factors currently affecting your role
- Changes to the role –is it an opportunity or threat?
- The role in the future – where do we go from here?
- What skill attributes and qualifications do you need?
- Tips on ways to gain skills that will help you stay ahead.

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

## Course Fees\*

- **2,950USD**  
*\*VAT is Excluded If Applicable*

## مقدمة

يتغير دور السكرتير/ مدير المكتب بسرعة وييسبب دواعى العمل يتحمل المزيد من اعباء واعمال المدير. مما يستتبعه الحاجة إلى تطوير المهارات الإدارية والقيادية التي تستلزم القيام بما اسند اليه من اعمال بكل ثقة من أجل اعانة رئيسه / رئيسها في دفع دولاب العمل .

## الاهداف

تحديد وتصحيح أوجه القصور ، وتعزيز نقاط القوة ورفع كفاءة المهنية في السكرتير التنفيذي المسؤول أو الحديث.

في نهاية الدورة التدريبية سيتمكن المتدربون من :

- تطوير ووضع استراتيجيات اتصال فعالة مع رئيسك في العمل واحترام الموظفين الآخرين
- تطبيق تقنيات حل المشاكل الإدارية اليومية
- عقد اجتماعات فعالة
- تعزيز الأداء الشخصي الخاص بك داخل شركتك
- فهم ما تطلبه شركتك منك لزيادة قيمتك
- عكس الصورة التي تسعى اليها شركتك
- اكتشاف كيف تؤثر على رئيسك في العمل
- توقع متطلبات رؤسائك قبل أن يطلب منك
- ما يريده المدراء من مديري مكاتبهم اليوم
- كيفية التحكم في الوقت بدلاً من ان يتحكم بك الوقت

## الحضور

والمرشحون لهذه الدورة هو كل قسم، ويفضل أن يكون:

- السكرتارية التنفيذية
- المساعدون الشخصيون
- المساعدين التنفيذيين
- كبيرى السكرتارية
- الإداريين الذين يرغبون في تعزيز قدرتهم على الأداء.
- العاملون في المكاتب و المسئولون عن الإدارة الفعالة والتنسيق بين الموارد المادية والإدارية والبشرية للإدارة.