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بروجاكس للتدريب والتطوير
Projacs Training and Development

Executive Secretaries- Management of VIP offices and officials

السكرتارية التنفيذية وإدارة مكاتب كبار الشخصيات والمسؤولين

15 – 19 April 2019

London, UK

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



Need & Benefit

Intended for secretaries, P.A's and office assistants who, apart from taking a refreshing break would acquire time saving techniques and be extremely motivated to return to their work places. It would act as a refresher to all the organizing skills, which were left behind during the daily firefighting activities. Bosses will indeed witness a positive change in skills and attitude and performance of their nominees, upon return from this highly motivational program

At the completion of this seminar and its exercises, the participant will be able to:

- Apply techniques for solving day to day administrative problems
- More effectively manage time, projects, information and people
- Conduct efficient, effective meetings
- Develop necessary business manual and records management processes
- Demonstrate leadership and teamwork skills
- How to enhance your secretarial capabilities and become indispensable to your boss.
- How to develop your managerial skills.
- How to update your knowledge of office technology.
- To identify and correct deficiencies, enhance strengths and promote professionalism in the modern executive secretary and administrator.

Who Should Attend?

- Top-level secretaries and personal assistants to company directors and senior managers.
- Executive secretaries holding senior posts in key positions within an organization.
- Senior secretaries considering advancing to executive positions.

Course Outline

Communication Skills

- What is the perfect communication model?
- Opening lines of communication with your boss, and other employees.
- Communications (face-to-face) (listening, presenting, questioning, etc.).
- Feedback to see how others see you (your boss, your office colleagues, other employees).
 - Basic guidelines in given feedback
 - Feedback in pleasant and constructive way.
 - How to give good feedback.
- Non-Verbal Communication Skills
 - Exploring non-verbal communication.

- Test your non-verbal communication skills
- General recommendations to improve communication skills.

The Art of Listening

- Do I hear = I listen
- Why the smart secretaries master the art of listening well.
- Differentiating good from bad listening.
- The secrets to listening well.
- Listening and empathy responding.
- Listening skills- self evaluation

Handling your boss complaints

- Best practice in resolving your boss complaints
- Responding to an angry boss.
- How to build trust with your boss- another assessment regarding your trust level.
- Handling difficult boss
- Handling your boss criticism with honesty and grace.
- Managing your boss.

Time Management

- Finding the perfect mate: Considerations before buying an Organizer.
- Frivolous talk.
- Handling interruptions in a high –tech environment.
- Salvaging scrap time.

Turbo time: Maximizing your results through technology

Meeting Management – Effective meeting skills

Using Meetings Effectively

- Do you need a meeting?
- Knowing your aims
- Meeting informally
- Meeting formally
- Revolutionizing
- Communications
- Choosing the right type of meeting
- Keeping on tract

Preparing for a Meeting

- Inviting participants
- Preparing and agenda
- Locating a meeting
- Seating participants
- Preparing practicalities

Attending a Meeting

- Taking an active role
- Being seen and heard
- Listening to others
- Handling problems
- Taking minutes
- Evaluating your skill as a participant

The art of answering phone calls

- Types of phone calls.
- How to answer different phone calls
- Etiquette of answering calls
 - Failing to observe good Etiquette is bad manners, bad for business.
- Netiquette: Minding your manners online

Problem Solving and Decision Making - Make more effective decisions by solving problems analytically

- Defining a Problem
- Collaborate
- Compromise
- Accommodation
- Aggress
- Avoid
- Determining the best Decision
- Confronting sensitive situations people

Getting ahead how to polish your Professionalism

- How to make sure you are not standing in the way of your own success
- Getting credibility
- Improving your personal style so you have an impact on others
- Self Efficacy
- Constructive thought patterns
- Rewarding yourself

Business Etiquettes

- How to dress during your work
- Avoid these 10 business mistakes
- The art of gift giving
- Braving the Buffet - Don't Be Baffled
- Class Acts Utilize Technology, But Do So With Manners
- Face-Saving Tips When Drinks Mix With Work
- Summer Style at Work
- Assessment for your trust level.

Office protocol

- Office etiquette

- Understanding business etiquette
- Maintaining a professional appearance
- Cubicle and office etiquette
- Practicing cubicle etiquette
- Practicing office etiquette

Business functions

- Attending business functions
- Identifying types of business functions
- Following etiquette at business functions
- Business dining
- Identifying table settings at formal dinners
- Handling utensils and napkins
- Applying basic rules of dining etiquette

Entertaining

- Seating Plans
- Formal & Informal Luncheons and Dinners
- Official Receptions Cocktail Parties
- Formal Table Setting Savvy
- How to appear confident and at ease at business meals

Diplomatic and Consular Corps

- Order of Precedence
- Official Ranking

Visiting Protocol

- Meeting & Greeting Ceremonies
- VIP & Ultra VIP Treatment Transportation (Limousines ▪ Cars)
- VIP Accommodation Flag protocol

International Gift Giving and Receiving

- Cross Cultural Challenges
- Multicultural Interactions
- Taboos & Sensitivities
- Accepting Business Gifts (also - when to open)
- Giving Gifts - what, when, what circumstances
- Wrapping Gifts - (Colors and Paper)

Business Card Usage

- How to give your card
- When to give your card
- Asking for someone else's card
- Using business cards as calling cards

Other Managing Protocol Issues

- Orders of precedence
- Place, menu and table cards
- Seating arrangements

- Receiving lines
- Interpreters
- Networking
- Recognition of honored guests
- Dealing with government officials and foreign dignitaries
- Properly arranging flags
- Table design and room layout
- Handling the press and media representatives
- Business Travel (ticking, Accommodation, Transportation)

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, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

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|---------------------|------------------|
| • 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*

- **5,500 USD**
**VAT is Excluded If Applicable*