

The Management & Leadership Aspects of Secretarial & Administrative Practices

Course Objective

- Be able to relate well at all levels of both internal and external customers.
- Develop confidence, poise, appearance and behaviour through proper job knowledge, apply proper etiquette and create a positive mental attitude at work.
- Apply good communication and problem-solving skills to manage difficult people, complaints and work problems.
- Enhance your role as a key support and be an effective assistant by mastering and taking advantage of a variety of upper-level skills.

Target Audience

The target audience is secretaries, personal assistants, administrative assistants and support staff.

Course Outline

➤ Self-management to increase your value as an effective secretary, personal assistant or administrative professional

- Cultivate an assertive mindset – working with diversity, culture, change of bosses
- Interpersonal skills – getting along with bosses, seniors, colleagues and customers
- What makes me invaluable?
- Dressing, body language and poise

➤ Partnering with your boss

- Pre-empt your boss's work and expectations
- Be a team-player to achieve co-operation
- Empowerment and leadership mindset at the workplace
- Real-live case studies on "Secretarial Clinic"

➤ Managing Time

- Multi-tasking, handling priorities and proper planning
- Conquering procrastination and time-wasters
- Techniques and tools for improving, scheduling and planning work
- Better writing skills in emails, letters and reports

➤ Managing Difficult People

- Problem-solving skills through effective communication
- Role-plays on handling various difficult customers
- Quiz games: How quick am I with a ready answer?

Dates (2020) : Pls refer to SNEF website
Duration : 1 days, 9am to 5pm (7 hours)
Course Venue : SNEF CLC @ Tanglin / SNEF HQ Paya Lebar Square

Register online at SNEF website www.snef.org.sg
Click on 'Training' and Course Category '**Leadership**'

Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$267.50
Non-member	\$374.50

Trainer

Catherine has conducted both public and in-company seminars and workshops in Time and Stress Management, Personal Effectiveness, Success Motivation, Teambuilding, Interpersonal Skills, Coping with Internal & External Customers, supervisory skills, customer service, managing difficult customer-situations, business correspondence, reports and proposals, and workplace communication skills. Since 1990, she has been training management professionals, engineers, secretarial, administrative, front-line sales and service staff of both public and private sectors in Singapore, ASEAN and China.

Enquiries:

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