



267-P24-VE



Virtual



22 hours



EGP 3930

Course Description:

The course is tailored for administrative professionals and secretaries as they will be able to prepare an effective time management plan and use time management tools and techniques, additionally participants will develop proficiency in professional communication particularly in writing and replying to mails in a professional manner that will enhance manager's time and ensure tasks are completed in effective and efficient way.

Target Audience:

For administrative professionals, secretaries and office managers who are willing to be more organized and to identify various support secretarial functions.

Course Objectives:

By the end of this course participants will be able to:

- Prepare an effective time management plan using various tools and techniques.
- Identify various support secretarial functions

Course Outline:

Module 1: Planning Techniques

Session One: Effective Time Management

- Managing time
- Master plan to keep your calendar up-to-date
- Assignment

Session Two: Techniques of managing a task list

- Steps to help you have a successful list
- Managing concerns: your manager's calendar and task list
- Assignment

Session Three: Techniques of Managing Your Time and Manager's Time

- Techniques of managing time
- Tips and tricks for managing your managers' time
- Assignment

Module 2: Support Functions (Technical Skills)

Session One: Effective Filing and Information Management

- Filing strategies and techniques
- Introducing new files and systems in your filing system
- Tips for maintaining accurate filing
- Assignment



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Session Two: manage the flow

- Sign out form
- How to develop the best system for your need
- Managing the flow of office information
- Assignment

Session Three: Professional Business Writing Skills

- Professional business writing
 - o Mind mapping
 - o Tone in business writing
 - o The “you” attitude
 - o The “you” attitude avoids condescension
 - o The “you” attitude expresses
- Assignment

Session Four: The 4 Cs of writing

- Professional business writing steps
- The four Cs of writing
- Outgoing correspondence
- Assignment

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut off score of total grades which is “100”.

Upon Successful Completion of this Course, participants will obtain:

2 CEUs

Course Language:

Arabic/English

Prerequisites:

Intermediate level of English language proficiency, in case of attending the course in English.