300-P25-CE

In-Class

24 hours

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 emails in a professional manner that will enhance managers' time and ensure tasks are completed in an effective and efficient way.

Target Audience:

This course is designed for administrative professionals, secretaries, and office managers who are willing to be more organized and to identify various support secretarial functions.

Course Objectives:

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

Course Outline

Module 1: Planning Techniques

- Managing time
- Master plan to keep your calendar up to date
- Steps to help you have a successful list
- Managing concerns: your manager's calendar and task list
- Techniques of managing time
- Tips and tricks for managing your managers' time

Module 2: Support Functions (Technical Skills)

- Filing strategies and techniques
- Introducing new files and systems in your filing system
- Tips for maintaining accurate filling
- Sign-out form
- How to develop the best system for your needs
- Managing the flow of office information

- Professional business writing
  - Mind mapping
  - Tone in business writing
  - The "you" attitude
  - The "you" attitude avoids condescension
  - The "you" attitude expresses
- Professional business writing steps
- The four Cs of writing
- Outgoing correspondence

Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

2 CEUs

Course Language:

English

Prerequisites:

None.