

Interpersonal Skills



316-P26-VE



Virtual



22 hours



EGP 7,150

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 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 filing
- Sign out form

- How to develop the best system for your need
- 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:

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

Course completion will grant participants:

2 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None