



Professional Certificate in Management Skills for Executive Level Assistants, Secretaries & Administrators

Training Brief: This course offers a comprehensive grasp of the variety of crucial roles that personal, executive, and secretaries fill as well as tools and tactics to help them be more productive at work. It also aids in the development of advanced management skills for personal, executive, and secretaries.

Training outcome

After completing this course, participants will be able to:

- Adapt to the manager's needs and style of working
- Take initiative when needed
- Develop social intelligence
- Understand the importance of office management
- Manage meetings expertly
- Develop computer and communication skills
- Develop phone and voicemail etiquette
- Develop confidentiality
- Understand and use social media management
- Handle difficult people and situations

Target Group

The course targets administrative staff and assistants, Secretary and Administrative Assistant

Coverage

DAY	DETAILS
2-Days Training	<ul style="list-style-type: none">▪ Working with your Manager▪ Administrative Soft Skills▪ Effective Time Management▪ Meeting Management▪ Customer care skills▪ Effective communication skills▪ Tools of the Trade -<i>Email Protocol, Office Machinery, Communication Skill</i>

Award Upon Completion

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