



PERSONAL ASSISTANT AND SECRETARY DEVELOPMENT PROGRAMME

Keeping the boss organised, on time, and on track is often a challenge, especially when you are not in charge. During this training seminar, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more. Skills practice exercises are interactive, allowing participants to practice what they have learned in a fun, high-energy environment. The “Personal Assistant and Secretarial Development Programme” is the ideal conference for those needing to improve their administrative assistant skills or for those looking for the extra business edge.

- » Based on SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- » Based on SAQA's Unit Standard ID10388, NQF level 4, 3 credits
- » Based on SAQA's Unit Standard ID 110023 NQF Level 4, 6 Credits

LEARNING CONTENT

We will cover topics such as:

1. Super Assistant: What the Boss Expects
2. Minute taking Protocol and Professional Business Writing
3. Styles and Different Kinds of Bosses
4. Tools of the Trade: Voicemail, Email, Memos, and More
5. Professional Presence: Looking and Acting the Part
6. Difficult Personalities and Difficult Situations: Dealing with Challenges
7. Time Management
8. Conflict Management
9. Stress Management
10. Personal Branding
11. Project Planning

DURATION, DATE AND VENUE

Kindly enquire about upcoming dates and venues for this workshop.

PRICE/COST

R1 490, 00 per delegate - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks, parking vouchers and a free gift to revitalize the soul.

ENROLMENTS

To enrol your delegate for this course, kindly e-mail Chantelle at cjd@secretarialstudies.co.za or contact our office at (012) 376 1043