

Electronic Secretariat Skills

Date Venues (\$)Fees Book your seat

15 Dec -19 Dec 2024 Kuala Lumpur 3600 Register Now

Course Overview

Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.

Course Objective

- Take a proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively.
- Handle telephone calls properly and professionally.
- Develop self-management techniques and learn ways for dealing with time wasters.
- Improve memory skills with several reinforcement methods and exercises.

Who Should Attend?

Secretaries and office managers.

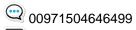
Course Outline

- Written Communication
- Using the Telephone Properly
- Identifying and Controlling Time Wasters
- Setting Priorities
- Dealing with Procrastination
- · Setting Up a Filing System
- Memory Reinforcement Techniques
- · Computerized filing systems
- Electronic Secretary Skills

Training Methodology

- Presentation & Slides
 - Audio Visual Aids
 - Interactive Discussion
 - Participatory Exercise
 - Action Learning

- Class Activities
- Case Studies
- WorkshopsGames & Role plays



info@muthabara.ae

www.muthabara.ae