

#### **Electronic Secretariat Skills**

Date Venues (\$)Fees Book your seat

14 Jul -18 Jul 2024 Singapore 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.

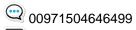
## **Course Outline**

- 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



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