

A LDI Training Course

Management Skills for Secretaries, Administration and Support Personnel

by
LDI Instructor

INTRODUCTION

If you want to be a successful modern secretary or administrative assistant, you should possess and be able to show the required knowledge and skills to your current or prospective employer. The Secretaries in Management Today Program will help you develop and apply the necessary skills and keep up with modern knowledge.

BENEFITS OF THE COURSE

- Increase the Value of Your Role
- Communicate Clearly and Assertively
- Get more things done by Managing Your Time Effectively
- Manage Your Self and Your Boss Effectively
- Learn How to Project Positive Image for Your Self and Your Company

COURSE OUTLINE

Role of Secretary

- Definition of Secretary Advanced Development
- Guidelines for Fulfilling The Role
- What Makes a Good Secretary?
- Enhance Your Secretary Skills

Managing Personality Image

Deal With a Variety People Everyday
Maintain Politeness and Courtesy no Matter What The Circumstances
Handle Conditions Under Stress and Pressure, So That Things are
Going Well
How To be Able To Balance Courtesy with Assertiveness

Managing Your Self and Your Boss

Personal Strategy / Self Awareness
(Stimulate Self Initiative and Creativity)
Managing Your Boss Successfully
Understanding Your Boss
Getting Support From Your Boss
Understanding Office Politics
Understanding Your Organization Work

Achieving Positive Communication

Why Communication is Important
Communications Skills in The 21st Century
Type of Communication
Barrier of Communication and How to Eliminate Them
Practical Human Relations Skills
Art of Communicating Empathy

Understanding Your Organization and Planning Work in Time Management

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How To Manage Your Time
How to Priorities and Plan
How To Set Objective
How To Plan on Daily, Weekly, Monthly and Yearly Basis
Scheduling Things in a Positive Manner

WHO SHOULD ATTEND

Personal Assistants
Administrative Assistants
Secretaries / Executive Secretaries

HR Staff

Anyone who those with major responsibilities for assisting others in their work.
Anyone who wants or has needs to form stronger teamwork with his or her supervisors, managers and management

For more information about the course, please visit
lditraining.com or contact LDI Training at [HYPERLINK](mailto:lditrain@indo.net.id)
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