

## Secretarial Administration Assistant

**Course Objectives:** To familiarize female employees with the necessary business language and secretarial, administration skills to carry out their jobs effectively.

### Course Outline:

- Section 1:** Greetings and introductions. Names and jobs. Understanding Directions. Analyse yourself and your communication skills
- Section 2:** Saying what you want, requests, asking permission  
Illustrate your communication skills in particular situations eg giving directions. Group feedback on individual performance with the emphasis on strengths and weaknesses in communication skills.
- Section 3:** Advice and suggestions, making appointments. Influence of non-verbal behaviour in communication, dos and donts of face to face communication.
- Section 4:** Describing things and expressing opinions. Answering the phone - what communication skills are needed? Developing listening skills.
- Section 5:** Making plans and arrangements, diaries and calendar. Note taking - completing telephone logs and taking messages.
- Section 6:** Answering the telephone.  
Practical exercises in answering and replying to questions on the telephone.
- Section 7: Letter writing: 1**  
Dealing with customer complaints both face to face and on the telephone.
- Section 8: Offering to do something, apologizing.**  
The importance of good customer care.  
Role play: Irate customer demands to speak to a member of staff.
- Section 9: Giving and understanding(spoken) instructions**  
Group discussion: How can I improve my skills? Problem solving techniques.
- Section 10: Letter Writing 2:**  
Time Management - work at your job and delegate the rest, list jobs in order of priority, inconvenient interruptions - can you restrict these to specific times of the day, organise your desk etc so you do not waste time.
- Section 11: Writing instructions**  
Planning time- clarifying objectives, analyse tasks, work out a plan  
Review and modify accordingly.
- Section 12: Revision of the course written and oral.**  
Reducing paperwork and setting up office procedure
- evaluate legibility, cost and time taken to produce,
  - ease of storage
  - changing, sending and security
- Group discussion: how do I help establish a successful administrative system for my office.

**For any further information please contact us at:**

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