

Personal Assistant and Basic Project Management

Training course offered by VETTA Communication (Pty) Ltd



OBJECTIVES

A professional personal assistant is an indispensable, smart and dedicated individual who understands and works closely with senior management to serve as their full back-up. A good understanding of business management, administration and project management as well as having tact and diplomacy are necessary qualities in this position.

COURSE CONTENT

Introducing the Role and Position

- The role of the personal assistant in business today
- Understand management's expectations
- Responsibilities and confidentiality
- Personal presentation
- Professional skills, business etiquette and protocol
- Evolution of the Personal Assistant

Workshop suitable for personal and executive assistants

Procedural Skills

- Effective time and diary management
- Preparing for business presentations
- Preparation for meetings/conferences
- Practical project management
- Travel arrangements

Communication skills

- Professional business telephone communication and conference calls
- Efficient handling of complaints and conflict
- Etiquette and procedures in business correspondence
- Preparing business reports
- Efficient minute taking
- Positive attitude and solution thinker
- Dealing with clients professionally, diplomatically and cross culturally
- Ability to cope with stress and pressure
- Networking skills

COURSE DETAILS

Duration: 1 day
Date: 2011
Time: 08h30 - 16h30
Cost: R1766.00 p/person ex 14% VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate and unlimited support post training.
Venue: Winchester Mansions Hotel, 221 Beach Road, Sea Point

This workshop can be presented at your premises

Book on line www.vetta.co.za or contact 086 111 VETTA (83882) *Email:* info@vetta.co.za



VETTA Communication (Pty) Ltd.
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"Passion colours everything it touches"

