

THE SECRETARY

Training course offered by VETTA Communication (Pty) Ltd.



OBJECTIVES

Secretaries are the nerve-centre of the organization. The taking of initiative and the need to be pro-active is therefore an essential part of this important position. This practical workshop serves to motivate secretaries to be team players and to manage their time more effectively; to deal with business correspondence professionally and to communicate effectively with management, internal and external customers telephonically and electronically.

COURSE CONTENT

Introducing the role

- History of the secretarial profession
- Job description
- Understand the role, function and importance of the secretary
- Importance of taking initiative and being pro-active
- Accentuate personal attributes
- Image, dress code and grooming
- Positive attitude
- Client expectations and meeting company standards
- Dealing with conflict
- Problem solving
- Principles of time management
- General office etiquette
- Importance of team work
- Dealing with criticism

Communication skills

- Interpersonal skills
- Active listening
- Assertiveness skills
- Dealing with complaints
- Telephone techniques and procedures
- Effective electronic correspondence
- Written correspondence: Tips and techniques

Raising the bar

- Development, growth and constant exposure to improving skills

Workshop suitable for
all secretaries and
other administrative
staff

COURSE DETAILS

Duration: 1 day

Date: 2011

Time: 08h30 - 16h30

Cost: R1766.00 p/person excl. 14% VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

Venue:

This workshop can also be presented at your premises

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



VETTA Communication (Pty) Ltd.
Cape Town • Johannesburg • Durban

"Passion colours everything it touches"

