

PA AND EXECUTIVE SECRETARY SKILLS

US 110021 & US 13929 / NQF Level 4 / 9 Credits

"No one is more cherished in this world than someone who lightens the burden of another."

- Joseph Addison

This course covers the key responsibilities and deliverables required of a modern-day secretary or PA. It highlights the importance of excellence, and the frustrations of average.

Delegates will be equipped with skills to manage their workload professionally and efficiently, communicate effectively and deal with conflicting priorities. Our course builds confidence and self-esteem and encourages accountability in the role.

WHO SHOULD ATTEND

- All delegates who are in key support roles;
- Executive Secretaries needing to fill in the gaps or to re-invent themselves
- Personal Assistants to senior or middle management wanting to improve and re-focus
- Front line staff in support roles
- Secretarial staff aspiring to improve and to take on more responsibilities

HOW YOU WILL BENEFIT

- Communicate and liaise verbally and in writing appropriately at all levels
- Achieve results through positive relationships
- Meet and exceed customer expectations
- Plan and organise own priorities and others'
- Organise meetings and events including venues and travel
- Maintain confidentiality and file records appropriately

WHAT WILL BE COVERED

- Appropriate business etiquette
- Image, dress and appearance
- Essential business writing skills
- Customer service and the importance of service excellence
- Motivation and Self-Development
- Planning and organising for yourself and others
- Interpersonal skills required to maintain relationships at all levels and influence positively
- Maintaining files records and confidential information
- Arranging meetings and corporate events
- Booking, co-ordinating and arranging travel
- Accepting responsibility and accountability

Three Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtc.co.za or (031) 267 1229 for bookings and further information

Module 1 Fundamental soft skills
<ul style="list-style-type: none"> • Business etiquette • Personal image and your brand • Representing the organisation and your team • Fundamental business writing skills you should know • Customer service • Personal development and motivation

Module 2 Plan and organise own work	Module 3 Establish and maintain working relationships	Module 4 Maintain files and records
<ul style="list-style-type: none"> • Demonstrate knowledge of the business environment with relation to people, legislation, and documentation • Describe planning aids and use it in line with scheduling techniques, time management and work prioritisation, to plan and monitor work • Identify routine and unexpected tasks and prioritise it according to organisational procedures • Change work plans accordingly where changes in priority occur • Report anticipated difficulties in meeting deadlines promptly to the appropriate person • Ask for assistance where necessary, to meet specific demands and deadlines 	<ul style="list-style-type: none"> • Describe team working, relationship and conflict management, and communication styles in relation to the specific organisational culture and context • Provide information to internal and external customers in line with routine requirements and on-off requests • Elicit information, advice and resources required from the appropriate people • Meet commitments to others within agreed timescales • Employ communication methods and styles that are appropriate to the individual situation • Acknowledge any communication difficulties and take action to resolve them • Take opportunities to promote the image of the department and organisation to internal and external customers • Strictly adhere to confidentiality and data protection requirements 	<ul style="list-style-type: none"> • Explain information sorting, handling and storage procedures in line with organisational policy • File new documentation and records in the filing system in line with organisational procedures • Monitor item movements and record it where necessary • Store documentation and records and keep it according to organisational and legal requirements • Deal with out of date information in accordance with organisational procedures • Identify opportunities for improving filing systems and bring it to the attention of the appropriate person

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Module 5 Identify a date, venue and time for a meeting or event	Module 6 Arrange venue and catering
<ul style="list-style-type: none"> • Provide a range of dates for meeting/event to attendees • Determine suitable dates and venues based on responses to range of dates provided • Book the meeting/event and confirm it with attendees in writing • Forward all related documentation to the attendees 	<ul style="list-style-type: none"> • Select the venue and book it • Describe the process of selecting a venue • Confirm special arrangements, logistics, meeting room layout and equipment required with the venue provider • Describe the process of selecting date, caterer and menu, taking into consideration religious and dietary requirements • Forward the agenda for meeting/event to venue provider and caterers so that correct times for meals and breaks can be adhered to • Notify venue and caterers in writing and pay deposits

Module 7 Make travel, car hire and accommodation arrangements	Module 8 Assemble and distribute documentation for meeting or event in good/sufficient time to attendees
<ul style="list-style-type: none"> • Determine travel, car hire and accommodation requirements for all attendees • Secure suitable accommodation and confirm bookings in writing • Identify car hire facilities and confirm it in writing • Make travel arrangements and forward all necessary documentation to the attendees • Process invoices relating to travel, car hire and accommodation • Process any relevant advance disbursements for travel, car hire or accommodation 	<ul style="list-style-type: none"> • Establish a deadline date for receipt of documentation from contributors according to agreed time frames • Communicate the deadline date to contributors • Assemble, copy and collate documents • Timeously distribute relevant documents in hard or electronic form to participants