

PA AND SECRETARIAL SKILLS

Supporting Excellence, Efficiency, and Professionalism

US 110021 / NQF Level 4 / 6 Credits

Strengthen your skills, boost your confidence, and master organisation

The role of a PA or secretary is more than just administration - it's about driving efficiency, managing priorities, and ensuring smooth operations at every level. The modern PA is a key support professional, playing a vital role in organisational success.

A PA's job requires constant juggling of tasks, managing competing demands, and staying ahead of shifting priorities. Through efficient organisation and practical strategies, you can streamline your workflow and enhance your ability to handle your support role with confidence.

This programme covers a range of hands-on techniques to improve time management, communication and collaboration, and overall effectiveness - ensuring you become an indispensable asset in any workplace.

WHO SHOULD ATTEND

- Executive secretaries seeking to enhance their skills and efficiency
- Personal assistants aiming to refine their ability to manage priorities
- Front-line staff in support roles looking to improve their effectiveness
- Secretarial professionals wanting to take on greater responsibilities

HOW YOU WILL BENEFIT

- Communicate with professionalism and confidence at all levels
- Strengthen relationships and achieve results through effective collaboration
- Plan and prioritise workloads for yourself and others
- Organise meetings, travel, and corporate events with efficiency
- Maintain confidentiality and manage sensitive information securely
- Provide exceptional service and exceed expectations in your role

Two-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinessstraining.co.za

WHAT WILL BE COVERED

Projecting professionalism: communication and conduct

- Mastering business etiquette and professional conduct
- Enhancing your personal image and professional brand
- Business writing essentials for clear and effective communication
- Representing your organisation with confidence and credibility
- Delivering outstanding customer service and fostering strong relationships

Mastering organisation: time and task management

- Planning and prioritising tasks for maximum efficiency
- Managing competing deadlines and adapting to shifting priorities
- Utilising scheduling tools and time management techniques
- Handling routine and unexpected tasks with confidence
- Proactively identifying and addressing potential challenges

Building strong professional relationships

- Establishing and maintaining strong working relationships
- Understanding different communication styles and conflict resolution strategies
- Engaging positively with internal and external stakeholders
- Managing expectations and commitments effectively
- Strengthening teamwork and collaboration across the organisation

Managing information: confidentiality and records

- Best practices for handling and securing sensitive information
- Organisational procedures for record-keeping and file management
- Improving filing systems and maintaining accurate documentation
- Adhering to legal and company-specific data protection requirements

Seamless meeting and event co-ordination

- Arranging and managing meetings with confidence
- Booking and co-ordinating travel, accommodation and logistics
- Organising corporate events and ensuring seamless execution
- Preparing and distributing meeting documentation efficiently

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