

Secretarial - Personal Effectiveness

Secretaries or administrators often feel their role is a reactive role, with all its attendant frustrations. Yet by increasing personal effectiveness such staff will enhance their performance and self management, and also that of their manager.

By the end of the course delegates will be able to:

- understand their role and duties, and identify ways of developing their role and enhancing skills
- build confidence to deal assertively with superiors and colleagues and achieve results through co-operative environment
- understand the principles of time management
- identify their individual organisational styles
- develop an action plan for approaching roles and duties systematically, pro-actively and professionally

The course includes:

- identifying proven techniques for improving delegates' personal effectiveness
- analysis of the delegates' roles and personalities
- interpersonal skills
- time management
- assertiveness skills
- writing and telephone techniques
- development of an action plan so delegates can approach their duties using their strengths and with added confidence and professionalism

This course is suitable for secretaries and support staff who wish to achieve more through a proactive and professional approach to self-management.

Duration: 2 days



The Island Partnership

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