



Secretarial Skills

One Day, 9am – 5pm

Technical Skills

- ✦ taking dictation
- ✦ written communication skills
- ✦ telephone skills
- ✦ numeric skills

Organization Skills

- ✦ keeping diaries (filling in the diary, own diary, electronic diaries)
- ✦ managing time (know yourself, typical time wasters, managing boss's time, time sharing, office psychology, confidentiality & individuality)
- ✦ marking travel arrangement
travel departments and travel agents, travel preliminaries, personal travel files, working within budget allocation, air travel (flying consideration, timesaver tickets) rail travel, road travel (essential documentations), financial arrangement, hotel accommodation
- ✦ preparing the itinerary

People skills

- ✦ Receiving visitors (the waiting period, visitors without appointments, the "grate-keeper" role)
- ✦ Delegating and giving instructions
- ✦ Importance of authority
- ✦ Relating to others (relationship with boss, superiors, subordinates, colleagues, outsiders)
- ✦ Team player
- ✦ Handling problems
- ✦ Assertive skills
- ✦ Creating a good impression

Office Record Systems

- ✦ Records management
- ✦ Filing & indexing systems
- ✦ Filing equipment & procedures