

The Exceptional Secretary

Course Overview

FOR: Secretaries and Administrators

COURSE OBJECTIVES: This course has been designed with the understanding that the role of a Secretary is demanding and multi-functional. It requires flexibility, confidence in interacting with others and a high degree of professionalism. The course addresses some of the key issues. It is interactive, provides opportunities to ask questions and discuss current role challenges.

CONTENT:

Secretary role - an overview of the Secretary position and the fundamentals of the role.

Attitude, Initiative & Responsibility - understand the importance of using initiative, being pro-active, anticipating problems and maintaining a positive attitude.

Assertiveness - regain control and increase confidence in working effectively with colleagues who are difficult by using the D.E.S.O model.

Effective Time Management - learn how to increase personal productivity, improve planning, prioritising, organisational skills and delegate effectively.

Procrastination - use the 6 steps to help beat the procrastination pattern.

Dealing with Conflict - improve communication and how to deal with office conflict.

Business Social Skills - networking guidelines, conversation skills.

Course is 1 day – start 9am, finish 4pm

Fee: \$525+GST

- If you attend this course and **The Indispensable Personal Assistant** course, you receive a **10% discount** on the course fee of both courses – attendance conditions apply.

Course dates for Auckland:

23 March, 17 June, 16 September 2010

- **This course is limited to 10 participants. Early registration is vital.**

We can present this course in-house for you and tailor the content to meet your learning & development objectives.

PRELIMINARY BOOKING FORM

Print this form, complete it and authorise where indicated. Please print clearly.
Then return to us by fax to: (+64 9) 360 2180 or email to admin@innovativetraining.co.nz

Name of Attendee: _____ Position: _____

Phone Number: _____ Email: _____

Company/Organisation: _____

Postal Address: _____

Please tick which course you would like to attend or your staff member to attend:

- | | |
|---|---|
| <input type="checkbox"/> Developing the Leader in You | <input type="checkbox"/> Handling Stress and Coping with Pressure |
| <input type="checkbox"/> Time Management for Managers | <input type="checkbox"/> Dealing with Difficult People and Situations |
| <input type="checkbox"/> Business Writing | <input type="checkbox"/> The Exceptional Secretary |
| <input type="checkbox"/> Presentation Skills - Fundamentals of Presenting | <input type="checkbox"/> The Indispensable Personal Assistant |
| <input type="checkbox"/> Presentation Skills - Dynamic Presentations | <input type="checkbox"/> Excellent Frontline Customer Service |

Course Date: _____ Course Fee: _____

Which parts of the course are of particular interest? (Refer to course outline)

**This is a Preliminary Booking form which does not guarantee a position on the course.
On receiving this form, we will let you know if there are still positions available.
Then we will send an invoice and course location details, start time, finish time etc.**

Cancellations, Refunds, Transfers

Please read the following statement before authorising this booking;

"I have read the course outline and accept responsibility for the relevance of the content. I understand that no refund will be made for cancellations received within 10 working days of course date and that notice to cancel is to be given in writing. I understand that if the person booked cannot attend, another staff member can take their place, and that, in the event that the course does not run, a full refund applies."

Authorising signature: _____ Name & Title: _____

Contact phone: _____ Email: _____