

ADVANCED SECRETARY

Unit Standard	114500/242674/110490
NQF	Level 4
Credits	4
Duration	2 Days
Organisational Development Area	Secretarial functions, PA's and Project Administrators

SYNOPSIS

Meeting the demands of the working environment is crucial to effective functioning. To function at optimum levels you need to attain a level of awareness, understand people's behaviour, be a better communicator, and negotiate with confidence, all of which will assist secretaries to achieve organisational objectives. These are crucial skills in today's business world, no matter what company you choose to work for, all these vital in complimenting organisational objectives. This course will provide secretaries with an understanding of the nature, purpose and elements of advanced secretarial functions in order to maximise organisational, individual and team performance satisfaction.

This course is aimed at improving the skills and capabilities of secretaries and PA's, as well as others in similar fields.

OUTLINE

- Secretarial functions;
- Office administration;
- Organisational skills;
- Communication skills and listening;
- Employee induction;
- Handling unethical behaviour;
- The fundamentals of conducting meetings;
- Adapting to change / coping with uncertainty;
- Office automation and e-mail effectiveness;
- Conducting a negotiation and conflict;
- Defining sexual harassment.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Understanding how the role of the secretary or PA contributes to the organisation's success;
- Organisational skills – diary management / follow up systems, time management, email etiquette and customer services;
- Explain the importance of induction, and the training and development programmes for employees;
- Understand ethics in business;
- Understand the fundamentals of conducting and managing meetings;
- Define the concept of 'office automation' and name its principles,

- Conduct negotiation and deal with conflict situations;
- Adapt to change and cope with uncertainty;
- Define, recognise and take action against sexual harassment.

