

## Development Programme for Office Professionals (Secretary/PA)

Based on SAQA's Unit Standard 110021, NQF Level 4, 6 Credits

### Introduction

As you become more efficient at your job, you become more crucial to your manager's and your organisation's success. But you're also building a foundation for your own career growth!

This intensive course will equip you with the skills and know-how you need to make your job easier and more fulfilling, give your boss peace of mind, and set the stage for a rewarding and successful career.

### Course Objectives

- Discover how to take initiative: look beyond the obvious and don't be afraid to extend your boundaries
- Maximise productivity: work effectively and competently to enlarge on every possibility
- Continually look for new ways in which to expand your horizons within your role
- Develop the right attitude: adopt a positive attitude that makes you a pleasant colleague and employee
- Be a team player and maximise the productivity of your team
- Focus on time management: be punctual and plan your day well
- Communicate effectively and confidently with your manager and colleagues
- Write professional correspondence with less instruction
- Maintain integrity: always do the right thing

### Course Outline

#### The Professional Role of the Secretary/PA

- Understanding your organisation and your role within the team
- Setting objectives
- Fulfilling your role and objectives

#### Working with Your Manager and Team

- How you and your manager can become a world-class team
- Understanding social styles to maximise interpersonal understanding
- The importance of communication within the team
- Using your initiative and enlarging on every possibility
- Problem-solving with teams and managers

### **Effective Time Management**

- Assessing your time management skills
- Prioritising your workload but maintaining flexibility
- Differentiating between urgency and importance
- Planning and scheduling

### **Maximising your Organisational Skills**

- The portrait of an organised secretary
- Establishing effective systems
- Organising meetings, events and conferences – checklist

### **Communicating Confidently with Your Manager and Team**

- Understanding communication as the most important skill for business
- Developing effective one-on-one communication skills
- Effective use of body language
- Enhancing your listening skills
- Professional communication on the telephone
- Boosting confidence through assertiveness

### **Writing Professionally**

- Writing effective correspondence – all the do's and don'ts
- Writing effectively with little instruction