NIPAM
NAMIBIA INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

MASTERING SECRETARIAL SKILLS

This course will equip any executive or personal assistant with the competence needed to excel on the job. It will give you an in-depth understanding of the principles and best practices of successful senior administrators. It will also increase your impact and visibility at the office and it will enable you to derive several action plans for taking on more challenges and raising your career up a notch. This course will give delegates vital insights on ways to increase their tolerance to stress and be in control of your time. Organizing professional meetings, including writing effective agendas and minutes of meetings, is also an important element of this course. The last segment of this course provides the know-how of professional dealing with visitors, internal and external customers and how to make your department and company more customer friendly.

Venue:	Windhoek, NIPAM Campus
Duration:	Five (5) Days

COURSE LEARNING OUTCOMES

- Practice advanced administration techniques to effectively run the office of a senior manager.
- Develop excellent relationships with the manager to maximize productivity.
- Acquire modern communication concepts and strategies to facilitate work flow.
- Apply professional business writing techniques in e-mails.
- List the main causes of stress and prepare an action plan to keep them under control.
- Prepare and organize a professional meeting, write its agenda and take minutes accurately.
- Demonstrate professional skills in serving internal and external customers effectively.

WHO SHOULD ATTEND?

Participants on this course usually are experienced senior assistants of PS's, Deputy PS's, Directors and Deputy Directors. Hence, you will have the opportunity to exchange experiences and discuss the challenges facing you.

COURSE CONTENT

Module 1: Progressive Role of the Executive or Personal Assistant
Module 2: Staff Wellness and Risk Management
Module 3: Effective Interpersonal Communication
Module 4: Optimizing the Relationship with the Boss
Module 5: Risk management and budgeting
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For enquiries please contact:
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