

Open Course

- Course Title:** Secretarial Masterclass
- Duration:** 1 day
- Target Audience:** A programme for all levels of secretarial staff, with the emphasis on proactivity and development in the role.
- Objectives:** At the end of this course participants will be able to:
- Anticipate the needs of the team
 - Improve the support provided to others through better planning
 - Plan their progression in the current role
 - Add value to the tasks in their role

Course Content:

Welcome and introductions

Course objectives and overview

Becoming an integral part of the management team

- Proactive or reactive?
- Broadening the role
- Managing more than one manager
- Planning and organising your day

Selling the added value of your broader role

- A positive approach
- Getting the buy in
- Improving the communication lines
- Stating your case

Taking the initiative

- The impact of technology
- Image equals progression
- Where will the role be in ten years?
- Group presentations

Using the appraisal to maximum effect

- Selling yourself well
- Preparation
- Information gathering
- During the assessment
- Setting objectives and goals

Staying calm under pressure

- Identifying stressors
- Practical ways to manage stress
- Relaxation exercises

Action session

- How can this be put into practice?
- What needs to be done differently?

Summary and close