

PROFESSIONAL DEVELOPMENT FOR SENIOR/ EXECUTIVE SECRETARIES AND ADMINISTRATIVE ASSISTANTS

OBJECTIVES

Enhance your effectiveness as an executive secretary/ administrative assistant. Clarify your role by obtaining guidelines. Keep up-to-date on the status of your profession. Discover if your job description really reflects what you do and obtain a format that will. Learn to be more assertive by improving your self-esteem. Obtain some tips that will help you avoid writing mistakes. Learn effective time management skills to help you plan and organize your workload, increase the value of your work by taking independent and self-initiated actions, plan and time your schedule and take action steps to achieve what you want when developing your career path. Improve your image and professionalism.

PROGRAMME OUTLINE:

Role of the Senior/ Executive Secretary and Administrative Assistant

- Definition of Secretary/ Administrative Assistant
- Taped interviews with two Chief Executive Officers on the Roles of their Secretaries
- Guidelines for fulfilling the role
- What do bosses and secretaries want from each other
- Secretary's/ Administrative Assistant's prayer
- Memo to our bosses

Status of the Profession

- Title and competency survey on secretarial profession
- Impact of restructuring on the secretarial profession
- Office Professional survey
- What makes a good secretary/ administrative assistant

Your Job Description

- Advantages of job descriptions
- What a job description should contain
- Determining your key responsibilities
- How to write, rewrite or update your job description

Assertiveness

- What is "assertiveness"
- How to distinguish it from AGGRESSIVENESS
- Basic human rights
- How to know when *not* to be assertive
- How to increase your self-confidence and self-esteem
- How to receive and give praise
- Dealing with difficult situations assertively

Saying "No"

- Why people say "YES" when they want to say "NO"
- When to say "NO"
- How to say "NO" without feeling guilty or offending the other person

Effective Business Writing

- Eleven things to avoid in business writing
- Avoiding frequent errors in grammar
- Correct use of who/whom/whose
- Forming possessives correctly
- Choosing the correct word
- Nine general principles of effective writing
- Wordiness reduction

Time Management

- Basic Principles
- Identifying timewasters
- Finding solutions for timewasters
- Saving your boss time

Career Advancement

- How to enhance your career goals
- Career planning
- Career paths for support staff

Improving Your Professional Image

- Secretarial/ Administrative Assistant compensation
- How to dress for success
- Communicating with the opposite sex
- Managing your boss
- Writing a report on the seminar

METHODS OF INSTRUCTION:

This program will use a variety of methods including group discussions, lecturattes, case studies, videos, role plays and individual and group exercises. It will be intensive and participant-oriented to ensure attendees will be challenged and leave with skills they will be able to put into effect immediately.

SPECIAL FEATURES: A special component of this program is that the program leader is a former cover/feature writer for *Executive PA* (London) and some of the articles he has published: "Time Management", "How to Say `No' without Offending" and "How to Write, Rewrite or Update Your Job Description" will be distributed as handouts.

DESIGNED FOR:

Executive and Senior Administrative/
Personal Assistants and Secretaries

COURSE LEADER:

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F.I.C.B.

Industrial/Organisational
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Paul Loftus has been conducting seminars for administrative/ personal assistants and secretaries for many years. He has conducted these seminars across Canada, in the United States, Bermuda, England, France, Belgium, Qatar, United Arab Emirates, Malaysia, Singapore and Indonesia.