Introduction

The **Senior Secretary Development Program** is designed to elevate the professional standing of senior secretaries and administrative staff, focusing on advanced skill sets that enhance their effectiveness. Senior secretaries often serve as the linchpin within organizations, ensuring the smooth flow of daily operations. Despite their education, skills, and dedication, their critical contributions can sometimes be undervalued. This program aims to empower them by strengthening their self-confidence, enhancing communication abilities, and honing presentation techniques.

Course Objectives

Participants will experience significant growth in their professional capacities, with key areas of focus including:

- **Critical Evaluation:** Identifying key senior secretary duties for personal growth.
- **Self-Assessment:** Mastering the ability to amplify individual strengths.
- **Time Management:** Managing personal and executive time for maximum efficiency.
- **Superior Communication:** Implementing advanced communication strategies.
- **Presentation Skills:** Crafting and delivering persuasive presentations.
- **Conflict Resolution:** Handling challenges and motivating peers effectively.

Targeted Groups

This course is suitable for:

- Senior secretaries aiming for personal and professional growth.
- Office administrators seeking improved efficiency.
- Personal and executive assistants aspiring to excellence.
- Administrative professionals and support staff desiring skill expansion.
- Individuals in production and marketing requiring advanced administrative skills.
- Any professional interested in broadening their administrative knowledge.

Targeted Competencies

By the end of the course, participants will possess:

- **Advanced Communication Skills**
- **Time Management and Organization**
- **Proficiency with Office Software**
- **Professional Correspondence Etiquette**
- **Meeting and Event Coordination**
- **Confidentiality and Discretion**
- **Task Prioritization and Delegation**
- **Leadership and Supervisory Skills**

- **Problem-Solving and Critical Thinking**
- **Customer Service Excellence**
- **Document Preparation and Management**
- **Adaptability and Flexibility**
- **Decision-Making and Judgment**
- **Networking and Relationship Building**

Course Outline

Unit 1: Role Definition and Development

- Building a key partnership with management.
- Understanding responsibilities and authority.
- Expanding role opportunities and overcoming obstacles to success.
- Developing management and planning skills.
- Understanding personalities and behavior dynamics.

Unit 2: Effective Communication

- Networking and building relationships with managers and directors.
- Enhancing communication skills (Negotiation, Influence, Persuasion, Delegation).
- Engaging with others to foster a collaborative work environment.

Unit 3: Build Trust

- Trusting your judgment and initiative.
- Learning to say “no” constructively.
- Problem-solving tools and decision-making techniques.
- Building trust within teams and individuals.

Unit 4: Development and Improvement of Key Competencies

- Boosting self-confidence and assertiveness.
- Mastering time management under pressure.
- Conflict management techniques.
- Improving memory and focus.
- Building leadership practices.

Unit 5: Get Results

- Motivating yourself and your team for optimal results.
- Coping with stress and challenges related to change.
- Measuring performance against established goals and responsibilities.
- Creating and preparing an action plan for personal development.

Unit 6: Office Planning & Organizing

- Defining office functions and layout.
- Organizing tasks, responsibilities, and office accessibilities.
- Understanding the attributes and responsibilities of the office team.

Unit 7: Filing and Indexing

- Filing systems and indexing techniques.
- Introduction to filing tools and equipment.
- Best practices in organizing information resources.

Unit 8: Electronic Records Management

- ERM Business Drivers and standards.
- Capturing, classifying, and governing metadata.
- Exploring ERM technology solutions and information governance.

Unit 9: Effective Communication & Time Management

- Understanding communication components and barriers.
- The **7 C’s of Communication** for effectiveness.
- Non-verbal communication and time management strategies.

Unit 10: Effective Administration Skills

- Office management planning and task management (Mind mapping, Gantt charts).
- Problem-solving and decision-making skills.
- Effective meeting management.
- Working with multiple managers and coordinating tasks.

Conclusion

Upon completion of the **Senior Secretary Development Program**, participants will be equipped with advanced strategies and skills required to excel in their roles as senior secretaries. They will emerge as pivotal professionals, contributing significantly to organizational efficiency and productivity. The program concludes with a certificate of achievement, recognizing their commitment to excellence in secretary skill development.