



Secretarial



The Secrets of Success for Secretaries and PAs



1 Day Course



Classroom or Virtual
Blended Training



Endorsed by OP&SA



About the Course

 **Classroom:** R 3, 850 Excl. VAT | **Virtual Training:** R 3, 195 Excl. VAT

Highly successful secretaries and PAs all have some things in common. They have attended one of our Secretarial courses! Just joking. What they have in common is that they are seen as a super valuable resource to their bosses, and they continue to surprise and delight their employers with the value that they add to all those around them.



[View Public Dates](#)



1 Day



Accessible from any Location on any Device



Certificate of Attendance

While solid technical know-how is of course vital in the role, there are some very key “Softer Skills” that a great secretary needs to master in order to become a truly valuable to their organisation.

This intensive 1-day **Secrets of Success for Secretaries and PAs** training course focuses on the top skills you need to master in order to truly add value. It addresses key performance areas like being proactive rather than reactive, improving your productivity through task, priority and time management, learning appropriate business communication styles in different situations, appropriate office conduct, staying away from gossip groups and much, much more.

What you will learn

- Sure-fire ways to work closely with your managers to provide the right, proactive support they need from you
- Always conducting yourself in the most professional manner to maintain office co-operation and harmony
- Managing chaos effortlessly and calmly as you prioritise and organise your day, your manager’s day and make others work your way
- New techniques to influence others to help you meet your managers objectives, even if they are from different departments
- Discovering appropriate ways to interact with people of different levels in various business situations like meetings, confrontations and afterhours functions
- Simple but effective stress management techniques to get you through difficult days when things go wrong
- Candidly assessing your own strengths and limitations and working on these to make sure you succeed
- Communicate effectively with people from the top of the organisation down, to ensure you continually reinforce your professionalism and gain the recognition you deserve
- Learning practical techniques to deal professionally and decisively with a variety of “tough” everyday conflict situations that you may be called on to handle at work

If you would like to advance in your role as an administrator, secretary or PA, this course will provide you with the practical skills you need.

Who should attend

Secretaries, Personal Assistants, Administrative Assistants, Executive Assistants, Executive Secretaries, Office Managers, Project Administrators, Receptionists



“Excellent Course! I got a lot of helpful insights on where to improve and how to continue to grow in my job and career.”

- **Personal Assistant,
Debt Rescue**

Course Programme Agenda

Getting More Organised - and Finding the Time to do it!

- Identifying your personal time thieves
- Moving from being reactive to proactive - and seeing the impact on your time
- Don't procrastinate! Identify how to get things done quickly and effectively
- Organising your day - every day
- Organising your boss' day and maintaining his/her diary effectively
- Organising others - make them work your way

Working Seamlessly with your Manager

- Discovering how your manager likes to be supported
- Assisting your manager to keep of track of schedules, meetings and other commitments
- "Training" your manager on what information you need in order to provide superior support
- Educating your manager on the fine line between delegating and "dumping"!

Effective Business Communication Skills

- Learning appropriate business communication techniques
- Appropriate communication techniques during
 - Meetings
 - Confrontations
 - After hours business functions
 - Everyday interactions with colleagues
- Body language to avoid
- Reading others' tone, language and word choice

Professional Office Conduct

- Avoiding being drawn into office gossip
- Effectively managing your workload
- Practical influencing skills – when you don't have the power to or authority to delegate
- Delegating upwards, sideways and downwards!
- Dealing politely and effectively with difficult colleagues and customers
- Consistently meeting deadlines
- Never agreeing to do more than you can handle
- Practising good public relations to benefit your department / company

Simple Stress Management Techniques

- Identifying the factors that stress you
- Realising the positive effects of stress
- Learning some life saving techniques to deal with stress effectively!
- Saying "no" to unrealistic demands and requests
- Offering valuable alternatives when you cannot realistically meet a deadline

Enhancing your Promotability

- Aligning your personal goals with your professional goals
- Honestly assessing your untapped abilities, your current strengths and your limitations
- Committing to continued self-advancement
- Understanding the importance of self-branding in the corporate arena
- Discovering techniques to heighten your visibility

ENDORSED BY



This course is endorsed by the **Association for Office Professionals of South Africa (OPSA)**. Delegates who are professional members with OPSA can claim a **5% discount** for this course and earn 1 CPD point towards their annual development plan.

Visit www.opsa.org.za for more information and sign up as a professional member today.



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

Work out a Cost Estimate

Request a Quotation



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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