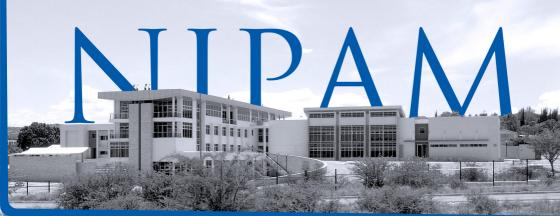# SECRETARIAL SKILLS

Bootcamp

NIPAM

Entry Requirements

Applicants must be serving employees at operational level officials in central, regional and local government and State Owned Enterprises.

Assessment
The course is assessed through individual assignments class exercises, case studies, class based group project.

Duration
The course consists of four core modules which are offered over a period of five days.

Cost
N$ 3500.00 per person (for participation, learning materials and classroom refreshments only). Provision of meals is the responsibility of the sending Ministry; Regional and Local Authority; and Public Entreprise.

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SECRETARIAL SKILLS BOOTCAMP

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. 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.

You will come up with key strategies for broadening your role and expanding yourself to go beyond expectations. You will also develop a professional approach for optimizing your relationship with your manager and building excellent relationships with all stakeholders at the workplace. You will be able to construct professional e-mails which will reflect a professional image of your department and company. This course will also give you vital insights on ways to increase your 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.

Course Learning Outcomes

By the end of the course, participants will be able to:
• 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

Course Modules

Module 1: Progressive Role of the Executive or Personal Assistant
Changes and challenges impacting 21st Century administrators; Developing and broadening your role Expanding yourself: going beyond expectations; Increasing your visibility at the office; Widening the managerial aspects of your role; Competencies of the modern personal assistant
Better management of your work flow

Module 2: Staff Wellness and Risk Management
Employee Health and Wellness, Disaster Risk Management in Government and Staff Security in the Public Sector.

Module 3: Effective Interpersonal Communication
Building excellent relationships with colleagues; Dealing with difficult personalities; Presenting your ideas and influencing others; Negotiating win-win outcomes; Perceptions, attitudes and beliefs; Developing self-confidence and assertiveness.

Module 4:Optimizing the Relationship with the Boss
Establishing common objectives and priorities; Knowing and synchronizing expectations; Building and managing the relationship; Managers' types and ways to manage each type; Maximizing your value relative to the boss; Partnering with the boss

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