

Success Skills for Secretaries and Support Staff

with Shirley Taylor

Leading authority in secretarial, admin and communication skills

It takes years of experience to achieve respect as an indispensable secretary, administrative assistant or support staff member. You need many essential skills if you are to achieve success in business today.

In this practical workshop, you will learn how to handle the demands of your job with assertiveness, confidence and professionalism. You will learn how to communicate well, how to handle difficult people, how to make decisions, how to delegate, how to prioritise, how to manage time and resources, how to handle crises, and how to beat stress.

This comprehensive one-day workshop shows you how to make your working life more productive, more rewarding, more successful and much more enjoyable. Equipped with these skills, you will see how you can open the door to new responsibility, new respect and new status.

Book early for this interesting, interactive workshop!



DATE Please see website
TIME **9am to 5pm**
VENUE **Holiday Inn Park View, Singapore**
FEE **S\$445 nett**

(including refreshment breaks, buffet lunch and comprehensive workbook)

Who Should Attend?



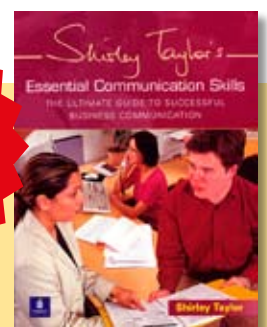
Secretaries, personal assistants, executives, administrative/clerical officers, and any other support staff wishing to develop their skills.

Workshop Objectives



- 1 Appreciate the history of the office and the vital role of administrative and support staff
- 2 Identify your strengths and learn the key strengths you need in today's offices
- 3 Be aware of the principles of good time management
- 4 Understand stress factors and learn how to deal with stress
- 5 Work more effectively through successful communication skills
- 6 Develop good rapport with clients and colleagues
- 7 Use the telephone effectively to enhance the image of your company
- 8 Learn the 5 key skills and attitudes needed for the future
- 9 Learn how to help yourself in this constantly changing world
- 10 Interact with others and network for success

All participants will receive Shirley's best-selling book "Essential Communication Skills" worth S\$69.55



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Methodology

Presentations, group work, role-plays and discussions will help you to contribute, discuss and interact. Participants will find this workshop humorous, informative, interesting and practical. They will be encouraged to participate and share examples from their own experience. All participants will receive a comprehensive workbook packed with tips and advice on how to be a successful secretary or support staff member.

Workshop Highlights

The secretary - past, present and future

- The history of the office
- The change cycle and you
- Identify your strengths
- Top 10 strengths you need today
- What do you do and where are you going?

Time management

- Popular time wasters
- Deal effectively with interruptions
- 10 signs that you are living life too quickly
- 4 steps to manage time effectively
- A quiz to test your stress levels
- Minimise pressure and handle stress

Interpersonal communication skills

- 7 C's of connecting with people
- First impressions are lasting impressions
- Build rapport with clients and colleagues
- The importance of good customer care
- Use appropriate language
- 20 golden rules for telephone etiquette

Staying ahead in a changing workplace

- The evolving role of the secretary - an A-Z
- What's in a name? How job titles are changing
- Top 5 skills and attitudes for the future
- What does the future hold? Set SMART goals
- The Super Secretary Success Skills Checklist

About Shirley Taylor

www.shirleytaylortraining.com

Shirley Taylor has established herself as a leading authority in modern business writing and communication skills. She is author of 6 successful books on communication skills, including the international best-seller 'Model Business Letters, E-mails and Other Business Documents 6th edition', which has sold almost half a million copies worldwide. With over 20 years experience in teaching and training, Shirley puts a lot of passion and energy into her workshops to make sure they are entertaining, practical and informative, as well as a lot of fun.

"This is a very interactive session and all topics are relevant to my daily work. Shirley really helps to make this workshop very enjoyable!"

Melissa Ng
Hilton International

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Registration Form

YES, I/we would like to attend **Shirley Taylor's Success Skills for Secretaries and Support Staff**

FEE **S\$445 per person**
(including refreshment breaks, buffet lunch and comprehensive workbook)

Fax to +65 6722 0739

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