

Advanced Skills for Executive Secretaries Course Details

Department: Administration and Customer Service

Presented by Magna Skills Development Institute

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CORPORATE TRAINING
Agency

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Course Summary

The 21st century administrative assistant, executive secretaries and PA's play a vital role in supporting management. Understanding the key techniques and skills of management will increase the level of positive support they can give. An appreciation of the role of management will enhance communication and lead to more efficient working environment. This course will supply participants with an awareness of the management skills they require to produce enhanced results.

Course Objectives

- Define the role of the Administrative Assistant, Executive PA/Secretary as part of the management Team, for the 21st century organization
- Contribute more effectively by understanding your own organization and the business environment
- Use appropriate management skills to influence work flow
- Design, implement and evaluate office procedures to enhance productivity
- Develop your basic teamwork skills and explore how to make the most of your available time
- Effectively communicate verbally and in writing to all levels
- Adopt a systematic approach to decision making and problem solving
- Discover how a competency based recruitment system can ensure effective staff selection.

Course Outline

Functions of Management (21st Century Methodologies)

Management theory and practice

Planning, organizing, leading and controlling

The management of change

Six sigma

Human Resources Management

Effective communication

Interpersonal skills (negotiations & conflict management)

Leadership and team building

Time management and delegation

Performance appraisal

Group dynamics and group behaviour

Personnel and human resources management

Financial Management

Physical and financial budgeting

Management accounting and decision making

Interpretation of financial reports

Marketing management

Information Management

Information systems and technology

Computer application

Management information and information management

Understanding Self and Others

Understanding what makes us what we are, Hilltops

The Personality Triangle

Using Emotional Intelligence to develop customer relations

Assertive Face to Face Communication

The role of body language, voice and words

How to listen well

How to give and take instructions

Effective Telephone Communication

Business writing

E-mail Etiquette

How to write minutes and agendas

Competency-Based Recruitment

How to write or interpret core competencies which will relate to all roles

Role specific competencies

Questions you should ask at the interview to test the competencies

Change Management

Change models and processes

Why people resist change

Characteristics of successful organizational change

How to Make Great Decisions

The six step decision making process

How to address conflict and see it as a positive

Using the Six Thinking Hats to solve problems

Making Time Work for you

Knowing your barriers to good time management through the time log.

Understanding the key results areas of your role

Declaring war on time

Ideal vs. actual use of time

Developing a Professional Image

Characteristics of a professionalhow to look, how you speak, how you react under pressure.

Improving your credibility through networking and becoming more visible.

How to develop confidence and self esteemlearning the secrets of positive thinking and cutting out “choke” in your life

Events Management

Project Management

Selecting the venue

Invitations

Logistics

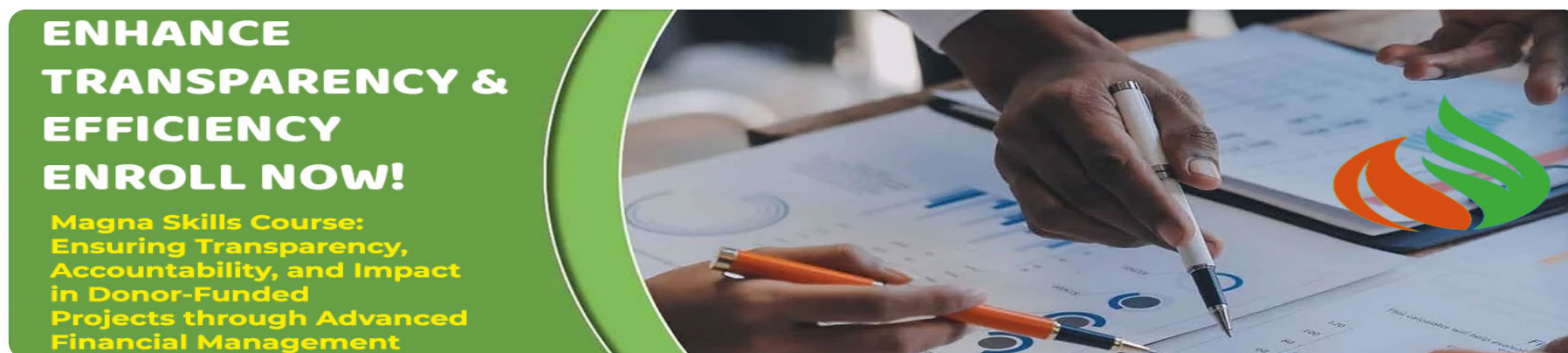
General Computer Application

Mastering Microsoft Application Software:

Micro soft Word

Micro soft Excel

Micro soft Access



Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions

- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.