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intek SOLUTIONS

BEST SECRETARIAL PRACTICES

March 24, 2022 at Regent Plaza- Karachi | 10:00 AM to 5:00 PM*

Course overview

Intended for secretaries, P.A's and office assistants who, apart from taking a refreshing break would acquire time saving techniques and be extremely motivated to return to their work places. It would act as a refresher to all the organizing skills, which were left behind during the daily fire-fighting activities. Bosses will indeed witness a positive change in skills and attitude and performance of their nominees, upon return from this highly motivational program.

Objectives

- Equip participants with practical tools on handling their administration challenges
- Make people aware of their own communication styles and how it affects their relationships with colleagues, juniors and internal/external customers
- Helping the participants learn to cope with the stresses on the job
- Establish trust between members to maintain a team spirit and open communication
- Motivate participants to become more aware of them to improve for the better
- Create a wave of motivation in the attendees on a professional as well as personal level

Who should attend?

- Executive secretaries/ Personal assistants
- Office manager's assistants/ Office professionals
- Receptionist, executive support
- Administrative executives

All who want to brush up their organizing skills & acquire new time saving techniques? Even the more experienced executives will indeed benefit from this program.



Facilitator: Zaufyshan Haseeb

An experienced Life Coach, Zaufyshan lives her life empowering individuals globally to excel beyond their own 'perceived abilities' and enjoy the career and life they 'wish' for. Her practical and inspiring coaching / training programs help people tap into their 'potential' so they can improve performance at work and achieve success in all aspects of our life, namely, Individual life, Family life and Professional life maintaining a fine and healthy balance, for a more content and happier life.

Zaufy helps people gain clarity on what they want and how to achieve it. Through an individualized coaching program, she works with them in their journey of self-awareness to assess where they are now, where you want to be and "Action Points" to bridge the gap. Zaufy helps people overcome any barriers, roadblocks, challenges or fears standing between dreams.

Zaufy was educated in the area of 'Human Development & Behavioral Psychology', she achieved her distinction. A behavioral psychologist with extensive senior management experience helps her to blend'practical knowledge of psychology' and 'management experience' to 'design and conduct' coaching/training programs.

Her mission in life is to assist individual's flourish and progress even during extreme stress and adverse circumstances and also be a source of positivity and inspiration for the community, family and colleagues around them. In her coaching projects, Zaufy believes that a Coach / Coachee relationship is for life, and not limited to the official time frame. She develops a personal connection with her coaches that provides them comfort to keep returning to her on a personal level even after several years.

What Participants have said about Zaufyshan:

"Zaufyshan is a superb and an inspirational facilitator and made us learn on how to be more conscious at workplace and gave insight on modern business techniques".
- Sadia Rana, Coordinator/ Secretary, Unilever Pakistan

"I have learnt how to bring positivity in every approach and maintain work-life balance in this full-day workshop by Zaufyshan".
Charlene Pascal, Administrative Assistant, Pakistan Petroleum Limited

"Zaufyshan managed to refine our creative and presentation skills with different activities during workshop".
Sameera Awais, Executive Coordinator, Hub Power Services

"I have learned new behaviour habits in this workshop".
Carol Sen, Communication Officer, BASF Pakistan

Only Vaccinated Participants are eligible to attend the workshop
***Date of training program is subject to change as per the guidelines from GoP on COVID_19**

...only from Octara!!!

For Details & Registration contact
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Helping You Succeed!

BEST SECRETARIAL PRACTICES

Agenda

Job Description of an Effective Secretary

- Your individual job description (develop your own exercise)
- Consistently anticipate your boss's needs
- A good secretary is a good manager
- Balance between Personal and Professional life for a Woman
- How to have a memory better than your boss
- Expand your administrative management skills to enhance your upward mobility
- Get what you need from others to accomplish your job and achieve your boss's goals
- Develop a trusting relationship with your boss
- Gain the respect of your boss and be taken seriously
- Avoiding distractions
- Be seen by your boss and by others as a valuable professional resource
- Identifying several essential skills
- Developing a trusting partnership with your boss
- Complementing each other's work styles
- Informing the boss...influencing the boss
- Making decisions with the boss and for the boss in absentia
- Partner with multiple bosses and other office professionals
- How to stay a step ahead of your boss
- Anticipating and proactively supporting the boss
- Using power thoughtfully

Organizing Meetings

- Select the appropriate hotel facilities and A/V equipment
- Match room setup with meeting objectives
- Know with whom to communicate when meeting planning tasks
- Understand food and beverage options
- Know which services hotels provide
- Effectively negotiate hotel contracts

The Tech Savvy

- How to stay more organized using computers yet handle large volume of work
- Organizing Files
- Handling Intranet
- Professional Emailing & Letter writing
- How to create an effective presentation for your boss using various softwares
- Travel itinerary tools
- Tips at using office machines
- Effective research on the Internet

Time Management, Organizing & Goal Setting

- Using your power skills to handle the mass of information on your desk
- Perform better when juggling people, paper and priorities
- Juggle multiple responsibilities
- Staying in control: how to use stress to your advantage and handle burnout
- How to keep yourself organized
- Keeping track of Events, Projects, and Appointments etc.
- Prioritizing: the S.M.A.R.T. way to set goals...the five-step time management plan
- Conquer procrastination and stress
- Accessing your memory and recall skills
- Improve comprehension and focus
- Reading more effectively by increasing comprehension
- Coordination with other departments

Communication / Inter-personal Skill (changing your language)

- Creativity at work
- Dealing with Negativity & de-motivation at the workplace
- Having active listening skills
- Keeping a Positive Attitude
- How to tackle complaints?
- The Sandwich Approach
- Master communication skills to add your credibility and influence
- Handle conflict and discourse with agility and professionalism
- Communicate more effectively with senior executive, your colleagues and clients
- Flex your communication style to better match your organization's culture
- Handle office politics and turf wars effectively and gracefully

Motivation

- Motivating Self & Others
- Internal vs external motivation
- Laws of Motivation
- Motivated vs non-motivated performance
- How to motivate your team members?
- Removing the de-motivators

Dealing with Difficult People

- How to recognize 7 most difficult personality types and how to deal with each
- Handling Internal & External Customers
- Handle office politics and turf wars effectively and gracefully
- Dealing with Negativity & de-motivation at the workplace
- Which category of difficult people do we fall into – Self Assessment.
- How to use a fail safe strategy for keeping a disagreement from escalating into an argument
- How to say no "no" without feeling guilty or causing resentment
- Learn positive techniques for delivering constructive feedback to co-workers, employees, even the boss
- Internal vs. External Motivation

"The Workshop includes Thought Provoking self-assessments, short quizzes, group activities, mind openers, roleplays etc. at various levels."

Workshop Investment

PKR 15,000/-

+SST Per Participant

Group Discount Available

Fee Includes:

- Hotel Venue for Training
- Course Material • Certificate of Attendance
- Lunch & Refreshments • Business Networking
- Post-Workshop Advisory Services
- Membership for TCS Octara WebMall+ (WhatsApp Group)
- Value Added Octara Loyalty Card*



*Entitles card holder to 20% discount on all future Octara Trainings and also more discount on other TCS Services

Bring this program In-house at attractive discount

This workshop can be customized to suit specific needs of your organization which may lead to significant savings.
Please contact Sarim Atique at sarim.atique@octara.com or call at 0345-8949470

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For Registration & Details:

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