

# MODERN SECRETARIAL PRACTICES

January 17, 2019 | Karachi

## 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, attitude and performance of their nominees, upon return from this highly motivational program

## Key Benefits

- **Learn** modern secretarial and administrator skills for today's business world
- **Be equipped** with tools and techniques to be more productive at your job
- **Realize** that excellent interpersonal skills help you do your job better
- **Know** how to present yourself professionally and be treated professionally
- **Develop** emotional resilience to stay positive
- **Bosses** will witness a positive change in skills, attitude and performance of their nominees
- **Return** to their workplaces highly motivated

## Who Should Attend

- Executive Secretaries
- Executive Assistants
- Personal Assistants
- Administrative Executives
- Office Managers/Assistants
- Office Professionals/Assistants
- Receptionist, Executive Support
- 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.



Course Facilitator:

**Zaufyshan Haseeb, UAE**

Educated in the area of Human Development & Behavioral Psychology, she achieved her distinction in MSc in 1986. A behavioural psychologist with extensive senior management experience in both the public and private health sectors, helps her to combine her practical knowledge of psychology and management to develop and present programs which meet the changing needs of business.

She had the opportunity of experiencing education in a diverse culture in Singapore, where she studied innovative method of "Imparting Education Without Stress" at all levels of education. She was also involved with psychological counseling for teenagers as well as the faculties of reputable institutions. This helps her develop her inter-personal skills as well as work on her empathetical abilities. She feels pride in changing perspectives of the new generation.

Active participation in charity and humanitarian institutes gave her an edge towards public speaking and communication and developing portfolio of actions for developing countries. Her training portfolio has reputable NGOs. Apart from the administrative and project management responsibilities at Intek, she is the Editor of Intek's self-development Ezine with a vast readership. Being an entrepreneur herself, she prepares individuals towards risk taking, managing change & entrepreneurship. She is skilled in designing and implementing organizational and employee development programs.

...only from Octara!!!

## For Details:

Karachi: 021-021-34547141, 34520093, 34520092

✉ info@octara.com 🌐 www.octara.com 📞 teamoctara 📺 octaratraining 📞 teamoctara 📺 octaratraining

Octara is Marketing Affiliate to **SweetmanCragun, USA & Blue Ocean Strategy Center, Malaysia**

*Helping You Succeed!*

# Program 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
- 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

## Changing Roles in the Millennium

Use of Technology in the Business world

- Cloud Apps
- Video Conferencing
- Workplace
- Hootsuite

- WhatsApp
- Expedia
- Cyber Safety
- Presentation Soft-wares
- Effective research methods
- Managing the reputation of the Organization on the net.

## 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, 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
- Techniques for screening out incoming mail & highlighting crucial areas
- Having active listening skills
- Keeping a Positive Attitude
- How to tackle complaints?
- Master communication skills to add your credibility and influence
- Handle conflict and discourse with agility and professionalism
- Communicate more effectively with senior executives, your colleagues and clients
- Flex your communication style to better match your organization's culture
- Handle office politics and turf wars effectively and gracefully

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

## INVESTMENT

**PKR 20,000**  
+SST Per Participant

### FEE INCLUDES:

Course material, certificate of attendance, lunch refreshments & business networking

### 3 Easy Ways to Register

☎ 021-34547141, 34520093, 34536306

✉ register@octara.com 🌐 www.octara.com

Send your cheque in favor of **Octara Private Limited**

To: **Umair Tariq** Admin & Account Executive

Octara Private Limited - 1/E-37, Block-6, P.E.C.H.S., Karachi.

Tel: 021-34520708, Cell: 0302-4599773

### Bring this program In-house

This workshop can be customized to suit specific needs of your organization which may lead to significant savings & avoiding pitfalls. Please contact **Naveed Rahim** at [naveed.rahim@octara.com](mailto:naveed.rahim@octara.com) or call at **0334-3082767**