



EXECUTIVE SECRETARIAL MANAGEMENT



SUPPORTING YOUR MANAGER

- Screening calls
- Opening the mails
- Daily management

STREAMLINING THE OFFICE

- Managing access
- Filing systems
- Office meetings
- Hospitality

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EXECUTIVE SECRETARIAL MANAGEMENT

MEETINGS AND MINUTES

- Agendas
- Meeting management
- Minutes

TIME MANAGEMENT

- Planning and Prioritizing
- Checklists
- Managing Paperwork

BUSINESS SKILLS

- Oral Communication Skills : Communicating assertively (Telephone Techniques)
- Skills to deal with criticism
- Skills to stay focused at all times especially during conflict
- Business Writing Skills / Business Correspondence
- Business Travel Planning
- Office Administration
- Learning to be soft on people , But hard on merit

DURATION: 18 hours Course Fee: AED 2350

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Ministry Registration: AED100

Certification By: Ministry of Education, Dubai (KHDA)

AIBM Certificate (Optional) - 950 AED

Course Material: Books Practice sessions with Forms

Illustrations and Case Studies

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