

Secretariat Direction

General Objectives

This course aims to provide participants with knowledge and skills, methods and tools that facilitate and monetize the activities of (the) Secretaries (the) Department.

Specific Objectives

At the end of this course the participants will know:

- Locate your role in the company;
- Develop skills in the organization and management of its activities and received and sent information;
- Improve communication and relationship skills.

Audience

This course is intended for all professionals who work or intend to come to exercise the direction secretarial function, namely:

- Secretaries (the) more than three years of professional experience;
- Direction advisors;
- Direction assistants.

Prerequisites

The prerequisites necessary to attend this course are:

- Have access to a computer or tablet with an Internet connection and a browser (program to browse the web), such as Chrome, Safari, Firefox or Internet Explorer.
- You can access the course from any computer (for example, at home and at the office), tablet or smartphone.
- Minimum experience of 3 years in the Secretariat of Director and / or Director of Advisory.

Workload

18 Hours

Program Content

Module 0 - Presentation of Platform and Method of Use

Module I – Set and place the performance of the Secretary-level functions, tasks, tools and skills

- Practical exercises and role plays.

Module II – Career development in Secretariat

- Practical exercises and role plays.

Module III – Secretary of Direction: As seen and as is seen by others

- Practical exercises and role plays.

Module IV – The impact of the changes introduced by new technologies, the Secretariat

- Practical exercises and role plays.

Module V – Understanding Management

- Practical exercises and role plays.

Module VI – The Executive Secretary, Management Support

- Time management;
- Planning, Execution and Control of administrative tasks;
- Selection, collection and processing of information;
- Practical exercises and role plays.

Module VII – Teamwork

- Practical exercises and role plays.

Module VIII – The Delegation and Management Control

- Practical exercises and role plays.

Module IX – Support for decision-making

- Practical exercises and role plays.

Module X – Improving Interpersonal Relationship

- The relationship with himself;
- Relations with others;
- Practical exercises and role plays.

Methodology

This course is always with the trainer, who will even give the face-to-face training through the platform.

The trainee can intervene together with the trainer or with the other trainees as he does in the classroom.

The presentations and exercises will always be made available by the trainer at the end of each training session.

At the end of the course, you will receive a Professional Training Certificate if you attend at least 90% of the classes, carry out the proposed work and tests, participate in the online discussions and have a positive final evaluation.

This training is certified and recognized.