



- » Communication/  
Inter-personal Skills
- » Time Management,  
Organizing & Prioritizing
- » Organizing Meetings
- » Computer Skills

# THE SUPER SECRETARY

November 24, 2016 | Movenpick Hotel Karachi  
9:00am to 5:00pm

## Who Should Attend?

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

This program is designed for Secretaries/Assistants - Who want to brush up their organizing skills & acquire new time saving techniques? Even the more experienced executives will indeed benefit from this program.

## Key Benefits

- Understand how the role of executive secretary and PA contributes to organizational success
- Plan & coordinate workflow and productivity
- Interact with people in ways which reinforce positive working relationships
- Manage personal emotions & stress
- Manage conflict, difficult situations and people with ease
- Contribute towards enhancing the existing performance management systems
- Learn to plan a career progression plan by eliminating self-created barriers
- Develop influencing and persuasive skills

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**Program Investment PKR 15,000/-** +SST per participant  
Fee includes Courseware, Participation Certificate, Lunch and Refreshments.

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## 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.



## 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
- 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
- Avoiding distractions
- Be seen by your boss and by others as a valuable professional resource
- Anticipating and proactively supporting the boss

### Communication/Inter-personal Skills (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?
- 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

### Time Management, Organizing & Prioritizing

- Using your power skills to handle the mass of information on your desk
- Perform better when juggling people, paper and priorities
- 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
- Accessing your memory and recall skills
- Improve comprehension and focus
- Reading more effectively by increasing comprehension
- Improve Coordination with other departments

### Organizing Meetings

- Select the appropriate hotel facilities
- 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

### Computer Skills

- How to stay more organized using computers yet handle large volume of work
- How to create an effective presentation for your boss using MS Power Point
- Some useful features of Windows and MS Word (Time Saving Techniques)
- Effective research on the Internet

...only from Octara!!!

For Registration & Details:

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