

Effective Business Support Practices

for Executive Secretaries
Receptionists
Administrative Professionals

February 7, 2020 | Marriott Hotel - Karachi | 9:30am to 5:00pm

Highlights of the Workshop

- **Furnish** 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
- **Enhancing** the time management of the attendees by helping them prioritize better
- **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 themselves to improve for the better
- **Create** a wave of motivation in the attendees on a professional as well as personal level

Course Objective

This workshop is intended for business support professionals, 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.

Who Should Attend?

- Executive secretaries
- Executive assistants
- Personal assistants
- Administrative executives
- Office manager's 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

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.



What Participants have said about Zaufyshan Haseeb

“ 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

For Details:

Karachi: 021-34547141, 34520093, 34536306

✉ info@octara.com 🌐 www.octara.com 📌 teamoctara 📞 teamoctara 📺 octaratrainings

...only from Octara!!!

Helping You Succeed!

Program Agenda

Job Description of an Effective Secretary / P.A. / Receptionist

- 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

Receptionist the Brand Ambassador

- The First Impression
- Dealing with External Customers
- How to be an Interdepartmental Bridge
- Telephone Skills
- Efficiency with use of Technology

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 software
- Travel itinerary tools
- Tips at using office machines
- Effective research on the Internet
- Presence on WhatsApp, LinkedIn, Twitter accounts for business leads

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

This Workshop includes Thought Provoking:

Self-assessments

Short quizzes

Group activities

Mind openers

Roleplays

INVESTMENT

1 - 3 Participants

INDIVIDUALS

PKR 22,500 +SST

4 - 6 Participants

TEAMS

PKR 18,000 +SST

7 + Participants

CORPORATE

PKR 15,000 +SST

Fee Includes:

- 5 Star Hotel Venue for Training
- Course Material • Certificate of Attendance
- Lunch & Refreshments • Business Networking
- Post-Workshop Advisory Services
- Octara Loyalty Card*

Send your cheque in favor of Octara Private Limited
To: **Umair Tariq, Admin & Accounts Executive**
Octara Private Limited - 1/E-37, Block-6, P.E.C.H.S., Karachi.
Tel: 021-34520708, Cell: 0343 5940485

*Entitles card holder to 15% discount on all future Octara Trainings

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

For Registration & Details:

Karachi: 021-34547141, 34520093, 34536306

✉ info@octara.com 🌐 www.octara.com 📱 [teamoctara](https://www.facebook.com/teamoctara) 📺 [octaratrainings](https://www.youtube.com/channel/UC8tRtRtRtRtRtRtRtRtRtRtRt)

📺 Octara - A TCS Company 📱 [teamoctara](https://www.facebook.com/teamoctara) 📺 [octaratrainings](https://www.youtube.com/channel/UC8tRtRtRtRtRtRtRtRtRtRtRt)