

HRD CONSULTANCY SERVICES & CO.

SECRETARIAL TRAINING PROGRAMMES

(15 sessions – 2 hours each held in Mosta)
starting SOON (5.30 pm – 7.30pm)
and every Wednesday thereafter

This is a comprehensive course intended for all those who are seeking employment as a secretary as it demonstrates ways to be successful in a secretarial job.
It is also suitable for a secretary who wishes to move up in the career ladder and improve her skills.

Course Contents:

Module A – Euros 70

- Organisational skills and filing
- Telephone Skills
- Communications skills

Module B – Euros 70

- Minute Taking
- Business Letter Writing
- Time Management

Module C – Euros 70

- Handling Conflict and Stress
- Basic Accounting Concepts
- Other Secretarial Duties

Module D – PRACTICAL SESSIONS – Euros 90

- WORD
- EXCEL
- POWERPOINT

Prices for more than one module are as follows:

Module	Fee
A & B	Euros 130
A, B & C	Euros 200
All 4 modules	Euros 280

A certificate of attendance will be awarded to each active participant at the termination of each course/module. Experienced and qualified trainers.
Detailed handouts will be provided for each session.
Maximum number of students per class: 7

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Detailed contents

Module A

Organisational skills and filing

- Office documentation
- Storage of documentation
- Desk and Diary
- Working on different stations
- Meetings

Filing

- Qualities of filing
- Systems of filing; central filing, departmental filing, alphabetical filing, numerical filing, geographical filing and chronological filing.
- Advantages and disadvantages of vertical filing
- Advantages and disadvantages of lateral filing
- General Rules
- 5 Steps to successful filing

Telephone Skills

- Introduction
- Telephone techniques in detail
- Before you answer the phone
- Whilst answering the phone
- In the course of the conversation
- When concluding the call
- When transferring the call
- Making a call
- Slang expressions vs Correct expressions
- Difficult situations
- Do's and Don'ts

Communications skills

- Methods of communication: telephone, e-mail, letter, internal memo, fax, meeting, conference and presentations.
- Definition
- The 4 basic elements of the communication process: sender, message, medium and receiver.
- Internal and external communications
- Basic types of communication: written, verbal and non-verbal
- Types of written communication and its advantages and disadvantages
- Types of verbal communication and its advantages and disadvantages
- Types of non-verbal communication and its advantages and disadvantages
- Problems in communication

Module B

Minute Taking

- Definition of minutes
- The Agenda
- Types of minutes: resolution and narrative minutes
- Taking notes
- Writing the minutes
- Circulation of minutes
- Conclusion
- Practical examples of Minutes and Agenda

Business Letter Writing

- Keys to writing Effective Business Letters
- The Seven C's of Business Letter Writing
- Common errors in Business Letters
- Examples of : Starting a letter, the reference, reason for writing, requesting, agreeing to requests, giving bad new, enclosing documents, closing remarks, reference to future contact and the finish.

Time Management

- Introduction
- Working one's long term priority
- Planning Tasks
- Allocating Time
- Various points to remember
- Booking Quiet Time
- Useful tips
- Being Realistic
- Clearing your office and projecting an image
- Processing documents
- Golden rules

Module C

Handling Conflict and Stress

- Handling difficult customers
- Handling Colleague-Related stress subdivided into six categories:
 - The Chatty Neighbour
 - The Slanderer
 - The Best Friend
 - The Thief
 - The Clinger
 - The Secret Agent

Basic Accounting Concepts

- Basic definitions of debtor and sales/turnover
- Basic definitions of creditors and purchases
- Assets: subdivided into Fixed Assets and Current Assets
- Liabilities subdivided into Long Term Liabilities and Current Liabilities
- Share Capital, Balance Sheet and Profit and Loss account.
- Invoice
- Cash book : receipts and payments
- Mark up and Margin
- Shares and shareholders
- Directors
- Interests, dividends and bonds
- Audited Financial Statements
- Audit and Cashflow projections

Other Secretarial Duties

- Stationery stock and its control
- Petty Cash and the Imprest system
- Travel arrangements for staff and/or superiors

Module D

Practical Sessions in basic WORD, EXCEL and POWERPOINT