

SECRETARIAL

Executive Secretarial Professional Certification

Comprehensive curriculum covers theory, methodology, technology, and best practices related to facility management. Examines the philosophy, definitions, history and functions of contemporary facility management. Briefly examines all facility management functions.

Certification Issued By

Leadership & Management Global Organization (LMGO - Switzerland) The Leadership and Management Global Organization (LMGO ®) is a global provider of leadership development and management research and certifications. Ranked among the world's top providers of executive accreditation and standardization, LMGO helps clients leverage leadership and management to drive results that matter.

Course Outcome

- ✓ Demonstrate, plan and prepare communication for meetings and prepare meeting reports
- ✓ Demonstrate, plan, implement and control an information system in an organisation
- ✓ Administering and co-ordinate basic projects
- ✓ Demonstrate, plan, monitor and control office supplies
- ✓ Demonstrate, plan and schedule work for oneself and others
- ✓ Demonstrate, plan and maintain the petty cash as well as perform basic business banking operations
- ✓ Set the agenda for a meeting
- ✓ Write meeting minutes
- ✓ Demonstrate the ability to implement and monitor basic sustainable work practices
- ✓ Demonstrate a basic understanding and application of occupational health and safety
- ✓ Demonstrate an understanding of the generic format and specific for reports
- ✓ Demonstrate an understanding of critical skills and confidence in English for communication
- ✓ Demonstrate an understanding of detailing the different sections of the introduction, body and conclusion in the report
- ✓ Demonstrate an understanding how to justify the conclusions of the report through the use of adequate information
- ✓ Apply effective communication techniques to ensure a sustainable communication process
- ✓ Demonstrate an understanding of the correct use of gender and tense
- ✓ Demonstrate an understanding how to avoid pitfalls of poor punctuation

- ✓ Demonstrate an understanding how to construct an effective title for the report
- ✓ Demonstrate an understanding when and where to use graphics, tables and diagrams
- ✓ Demonstrate an understanding the most effective way to conclude a report

Who Should Attend?

The course is suitable for administrative professionals in all industries who lend secretarial support or manage an office environment, or work as a personal assistant within the organisation including executive secretaries.

Course Parts

Organising Meetings

- ✓ Taking minutes
- ✓ Reports

Organising Business Events

- ✓ Co-ordinating meetings, minor events and travel arrangements

Administering Projects

- ✓ Plan project administration
- ✓ Coordinate project administration

Coordinating Business Resources

- ✓ Maintenance of office equipment
- ✓ Office supplies and stock control
- ✓ Financial and banking processes

Implementing and Monitoring Sustainable Work Practices

Communicating Effectively (Telephone and Face-to-Face)

- ✓ Body language
- ✓ Building self confidence
- ✓ Personal qualities to develop
- ✓ Telephone skills, gaining information and closing calls

Workplace Occupational Health and Safety

- ✓ Workplace safety and ergonomics

Implement Workplace Information System

- ✓ Identify and source information needs
- ✓ Collect, analyse and report information
- ✓ Implement information systems
- ✓ Prepare for information system changes

How to Register?

- ✓ Send following requirements to the coordinator then pay the necessary fees.
 - passport copy or emirates id copy
 - CV

Contact Us

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