



CERTIFIED EXECUTIVE SECRETARY (CES)

PITMAN

Mirqab-Shuhada Str.-Souk Alsafat-3rd Floor



IPM HISTORY:

INSTITUTE OF PROFESSIONAL MANAGERS was created Five years ago as a private initiative designed to offer postgraduate training programs in the field of business administration and senior management in the United Arab Emirates, Qatar, the Arab Republic of Egypt & The launching of a group known professors and experts in the field of training and education in the Middle East IPM Has been established for cooperation with major universities, colleges and business schools and associations specializing in professional certification in the business administration

INTRODUCTION:

This compact seminar examines how to develop and master the key areas Secretary . Secretary is changing beyond recognition from the days of the old Personnel assistant. This exciting programme will bring you up to date on the latest techniques and approaches that are appropriate in effective Secretary

The approach that will be taken will be to examine the demands that the modern business world makes on the HR function and develop a series of practical responses.

SEMINAR OBJECTIVES:

Those attending will be able to:

- Creating opportunities for your personal development and accepting the challenges when they arise
- Managing yourself, your subordinates, your colleagues and your boss more effectively
- Developing the competence & managerial aspects of your role
- Improving your confidence, assertiveness and communication skills
- Managing the stress and pressure in an increasingly challenging environment
- Understanding your own and others personality & its effect on behavior
- Make better and more effective decisions

WHO SHOULD ATTEND?

This seminar is designed for

- Ambitious PA's and secretaries who are confident in their current position
- Those who wish to be more proactive, grow in their position and take on more management responsibility.
- PA's and secretaries who wish to increase their portfolio of skills and competences
- Senior Administrators who wish to improve their effectiveness or promotional prospects

MDI CERTIFICATE FORMAT:

A framed certificate of completion will be awarded to class members who attend at least 80% of the 40 training hours are granted by Management Development Institute through the College of Business Administration at Missouri State University.

TRAINING METHODOLOGY:

Together with your fellow participants you bring a wide variety of experience and resources to the program. The course facilitator's role is to help you learn for yourself and to assist you as you make sense of new and very different changes in HR. Extensive use of case studies, group exercises and discussion will all contribute to your enjoyable learning experience.



DAY 1&2: TDEFINING AND DEVELOPING THE ROLE :

- The Executive PA – your vital partnership with management
- Defining the responsibilities and authority of your role. Biases & prejudice
- Identifying ways of broadening your role and creating opportunities to increase your responsibilities
- Developing the managerial aspects of your role – essential management skills Planning for development – identifying and overcoming barriers to your success
- Understanding your own and others personality & subsequent behaviour
- Team Exercise

DAY 3&4: EFFECTIVE COMMUNICATION :

- Interacting with others and networking for success – getting yourself seen and heard
- Developing and advancing your relationship with your manager/director
- Improving your communication skills – negotiating, influencing, persuading and delegating
- Individual, Team & Group exercise on Consensus

DAY 5&6: DEVELOPING CONFIDENCE :

- Trusting your initiative and judgment
- Saying “no” constructively
- Problem Solving & Decision making tools
- Team roles and interaction with others
- Video Presentation Skills
- Individual & Team Exercise Tantrix & Colour Blind

DAY 7&8: DEVELOPING AND IMPROVING KEY SKILLS :

- Improving your confidence and assertiveness
- Practicing effective time management skills
- Concentrating, thinking, listening and making decisions under pressure
- Conflict Management
- Improving your memory
- Team Exercise & Leadership Practice

DAY 9&10:GETTING RESULTS:

- Benefiting from key motivation techniques – motivating yourself, your subordinates and your boss
- Achieving results through others
- Managing stress and pressure that comes with change and challenge
- Measuring your performance based on objectives, standards, responsibilities set and achieved
- Preparing for your development
- Action planning
- Group Exercise

ABOUT IPM EXAMS

IPM COURSES PRE-REQUISITE:

BACHELOR DEGREE IN ANY FIELDS

- 3 Years experience
- Copy of CV
- Copy of university Certificate
- 2 Passport Pictures

FOR NON-BACHELOR HOLDER:

- Copy of CV
- 10 Years of experience

IPM MEMBERSHIP:

- Attend the 40 hours course training
- Pass the course exam

IMPORTANT NOTE:

Exam fees is included in the course fees, in case the delegate fail in the exam he/she can re-take the exam free of charge, if he/she fail again a fees of 200\$ should be paid, if he/she fail again training course should be re-taken before setting new date for the exam.

