



Programme on
EFFICIENT SECRETARY

(A Special Programme for Secretaries & Office Assistants)

Tuesday & Wednesday, December 6 & 7, 2016

9.30 a.m. to 5.00 p.m.

Venue: Torrent-AMA Management Centre, Core-AMA Management House,
AMA Complex, Dr. Vikram Sarabhai Marg, Ahmedabad 380 015

INTRODUCTION : There is no limit to the amount you can improve the quality of your life. A thousand miles journey begins with the first step, and admission of ignorance is often the first step in our education.

This workshop has been carefully designed to acquaint and train participants in improvement of various personal and inter-personal skills/qualities like interactive communication skills, self-discovery and objective analysis to yield better decisions and results.

OBJECTIVES : To enhance personal effectiveness through communication; To overcome inhibitions in communicating to people; To understand and implement effective interpersonal skills; To project your personality better in front of others; To always respond positively to changes inside/outside your organization; To be always positive, confident and self-motivated under any circumstances.

CONTENTS :

- Steps in Skill Learning
- **Secretaries & Office Assistants:** Role; Functions; Qualities Required
- **Communication – Conceptual Foundation:** Why Does Communication Matter?, Types of Communication, Barriers in Communication

- **Behavioural Skills (The World of Body Language Science):** Reasons for Awareness of Non-Verbal Signals; Eye Communication; Posture & Movement; Gestures & Facial Expressions
- **Active Listening:** SIER Model of Listening; Major Initiatives
- **Telephone Skills:** Telephone Conversation Guidelines
- **Creativity & Problem Solving:** Conceptual Foundation; Attributes of a Creative Individual; Myths about Creativity
- **Relationship Management:** How a Relationship Develops?; Research Findings
- **Written Communication & Drafting Skills**
- Programme Sum-up

METHODOLOGY : Discussions, Exercises, Video Films, Case Studies, Presentations, Management Games

WHO SHOULD Secretaries, Office Assistants, Receptionists, Telephone Operators, Administrative

ATTEND ? : Staff, etc ... This highly informative and interactive training will enhance both professional and personal excellence.

FACULTY : **Mr. Hiren Vakil,**
Corporate Trainer & Management Consultant

FEE : ₹3000 per participant inclusive of Service Tax. Fees include course fee, cost of reading materials, lunch and refreshments. (Concession: 10% for members, 20% for patron members). Cheque should be drawn in favour of "**Ahmedabad Management Association**".

REGISTRATION : Please send your registration along with participation fee to:

Ahmedabad Management Association,
AMA Complex, Dr. Vikram Sarabhai Marg,
Vastrapur, Ahmedabad 380 015

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