

## **Personal Development for Secretaries**

Learning is a lifelong process. If you are to continue to contribute to the success of the business you are in, you must continually develop your skills and knowledge. This course aims to help you to manage your own learning and career development so that you can continue to be an asset to your organisation as well as enhancing your personal prospects. True personal effectiveness comes from within and is based on self-esteem and personal fulfilment. In this inspiring course you will learn how to realise your potential and use it in all aspects of your professional life.

### **Who should attend**

All who work in administrative roles who wish to enhance their skills so they can contribute more to their organisation and take responsibility for their own careers.

### **What you will learn:**

- How to increase your contribution to your manager's performance and your management team
- Managing your time more effectively and helping others to do so
- Motivating yourself and others in times of change
- Solving problems through creative thinking techniques
- Asserting yourself and becoming more influential at work
- Increasing your status and visibility and gaining the respect and recognition of others
- Building confidence in dealing with people
- Expressing your ideas in more dynamic, winning ways

### **Course Content:**

- Self management and personal effectiveness: Characteristics of effectiveness and high performance.
- Managing your behaviour and emotions. Planning and prioritising to achieve goals at work and at home.
- Developing coping mechanisms to thrive and succeed through change. Learning from experience
- Persuading and influencing: Personal power skills: behaviour, voice and appearance
- Think before you speak to get what you want. Handling conflict. Negotiating skills. Receiving and giving criticism constructively
- Managing your career: Setting goals and strategies. Identifying strengths, weaknesses, opportunities and threats. Increasing your visibility. Enlisting your manager's support. Making it happen

### **Course Information**

**Duration:** 1 day  
**Reference Code:** PDS