

The Team Secretary

The changing structure of organisations and the ever evolving business environment requires secretaries and administrators to support increasing numbers of managers and teams of people. This workshop has been designed to help delegates overcome the special difficulties that supporting a team can present on a day-to-day basis.

Who should attend?

It is suitable both for experienced secretaries and administrators whose role has changed and those who are new to the role of acting as a secretary to a team.

Course Objectives

- Define the role of the team secretary
- State the attributes of a good team player
- Identify a strategy for agreeing the boundaries of their role
- Demonstrate a method for assessing priorities
- Negotiate when conflicts arise
- Implement systems and procedures for managing the daily workload and keeping track of tasks.

Course Overview

- *The role of the team secretary*
 - Defining the nature of the role and teamwork
 - Setting the boundaries
 - Identifying the challenges
- *Handling conflict*
 - Understanding conflict
 - Question skills
 - Negotiating an outcome
- *Managing time*
 - Setting goals and objectives
 - Planning
 - Meeting deadlines
 - Agreeing priorities
- *Systems and procedures*
 - Managing paperwork - storage and retrieval
 - Keeping track of tasks and outstanding actions
 - Using technology to help

Course Information

Duration: 1 Day
Reference Code: TSEC