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Secretarial Agendas

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Introduction

We run these typical programmes. They are examples to provide you with ideas of what we could do for you. Please feel free to 'pick and mix' topics and to add your own ideas.

Most events are suitable for a maximum group size of twelve and a minimum group of four. However, we can easily adapt to your needs and carry out one-to one coaching or work with groups of 100 or more. Please contact us to discuss your needs.

Who we are

Structured Learning provides a wide range of training, development and business services for clients throughout the UK. We were founded in 1983.

Our clients are both public and private sector, and include SMEs, educational organisations and blue-chip companies. Apart from face-to-face training and presentations we have written, designed and had published a wide range of materials, both in-company and for commercial publishers such as Fenman. Most of these have been self-study / distance learning and we have experience of writing tape and video treatments.

We are enthusiastic and very professional presenters who achieve excellent results. We try to ensure that our approach is one of genuine partnership and we take great care to ensure that the training we design and provide is practical and related to the real needs of our customers. We do not believe in theories unless they can be underpinned by practicalities.

The 'proof of the pudding is in the eating' so we would be very happy to provide a range of referees should you need these.

Team Secretarial Skills

This programme is aimed particularly at secretaries who work with multiple managers - perhaps team secretaries - rather than those who work to one or two managers.

However, all secretaries will gain from this enjoyable and thought-provoking programme.

This is a very practical programme in which we pay attention to hints and tips to assist with using key secretarial skills.

You should attend this course if you need to:

- Know what makes an effective secretary
- Develop your organising, technical and interpersonal roles
- Plan ahead by good diary management, analysing priorities, asking pertinent questions, managing colleague interruptions, predicting problems for your boss, and then using simple systems to manage these and streamline your workflow
- Use effective techniques to manage paperwork, email and the telephone.
- Project an excellent first impression and use techniques to look and sound confident
- Use techniques to communicate effectively - making a good impression, asking questions and listening, writing.
- Explain why different bosses have different styles of working and...
- List ways to work effectively with different styles.
- Explain how to call a meeting, draw up an agenda and follow-up.

Duration

2 days

For

Particularly for secretaries who work with multiple managers but all secretaries are welcome.

Executive Secretarial Skills

This programme is for Secretaries who work with one or two bosses - i.e. are not team secretaries.

This is a very interactive, developmental programme with lots of opportunities to get to meet and share ideas with colleagues. We will also include a joint session with your manager if required to discuss the work-related issues raised by the programme.

You should attend this course if you need to:

- Understand the changing role of the secretary, and appreciate how and why things are changing.
- Comprehend the role of management,
- Motivate yourself and others at work
- Analyse the needs and expectations of your 'customers' —managers— of this role.
- Suggest ways in which you can meet needs and add value to what you do - innovating, and taking the initiative to improve and simplify systems.
- Develop ways in which they can promote your role to your managers
- Get the best from technology to manage your own and your manager's time especially telephones, mobiles, email and PowerPoint
- Analyse your own development needs and understand how to develop themselves personally and professionally

Duration

2 days

For

Senior Secretaries / Personal Assistants

The Executive Assistant

This programme is for those who have a major responsibility for facilitating and making things happen for a manager or senior colleague.

You should attend this course if you need to:

- Understand the reason why bosses need assistants and...
- Describe what makes an effective assistant.
- Know why different bosses have different styles of working and...
- Have ways to work effectively with different styles.
- Use techniques to help resolve problems and improve decision-making.
- Use techniques to plan your time, your diary, your desk and those of your boss effectively.
- Use effective techniques to manage email.
- Explain how to call a meeting, draw up an agenda and follow-up.
- Use techniques to communicate effectively - making a good impression, asking questions and listening.

Duration

1 day

For

Personal Assistants and Administrators

Managing Your Own and Your Bosses' Time

This fast moving and short programme is for secretaries who simply want to improve their own and their bosses' time management. Whilst we examine time management issues on the other programmes this one is entirely devoted to time management.

It includes some work on identifying and understanding stress - and explains why good time management is so important in beating this problem. At every stage delegates are given time to consider how they can apply the ideas to their own practice.

You should attend this course if you need to:

- Know why managing time really matters
- Analyse how well organised you and your boss are now
- Make good decisions about what to do and when to do it
- Predict problems and eliminate time wasters
- Avoid the 'killer' question that upsets your prioritise
- Know why your diary is your most important friend - much more than just appointments
- Manage interruptions, the paper mountain, email and the telephone effectively
- Explain and use the project life-cycle - and what to do when it all goes wrong
- Draft meeting agendas and know what AOB is really for
- Why stress is not just for wimps and how to beat it

Duration

1 day

For

Any secretary or Personal Assistant

Assertiveness for Secretaries

We all need effective strategies to enable us to communicate with others in the fast paced society in which we live and work. Assertiveness is part of these strategies - it lets us say what we mean and allows us to really hear what others have to say.

On this interactive, highly participatory event, delegates learn to use assertive behaviour and positive thinking to cope with the changes and challenges of today's world.

You should attend this course if you need to:

- Understand what assertiveness is - and what it is not.
- Consider that behaviour breeds behaviour – that what we give out comes back – in spades!
- Recognise the benefits of assertive behaviour.
- Understand the concept of positive thought - projecting the 'I can' image to the world.
- Be able to express feelings in an open and honest way.
- Recognise the importance of their body language in communication.
- Develop an increased sense of self-esteem and confidence.
- Use appropriate and effective techniques for staying 'in control'
- Give and receive constructive criticism.
- Take responsibility for their lives without judging or blaming others.
- Develop a personal action plan to put the skills into practice in their lives.

Duration

1 day

For

Any secretary or Personal Assistant

Taking the Minutes

Minute taking doesn't necessarily sound like a 'fun' course but we make this essential skill both entertaining and practical. A 'must' for anyone who takes minutes.

You should attend this course if you need to:

- Prepare effectively for meetings at which they are to take minutes.
- Understand and use effectively the roles of the chair and the minute taker, including preparation, clarification and follow-up.
- Choose and use a suitable method of note-taking.
- Know how to listen for and capture the key points during a meeting.
- Understand the needs of the users of minutes and choose an appropriate format for them.
- Follow a variety of useful and accepted conventions for the format of minutes.
- Recognise and avoid common obstacles to effective listening, note-taking and writing and develop skills in these areas.
- Produce a clear, accurate set of notes from a meeting.

Duration

1 day

For

Anyone who takes minutes

Speed Reading

This programme is for secretaries who often have to 'comb' reports and other documents for their managers and need to do so quickly and effectively.

Our basic promise is that we will at least double the reading speed of every delegate, whatever their reading material. In fact, with most people we double their reading speed within two hours and then continue to increase substantially as the course progresses.

On a recent programme one of our delegates called it 'life-changing'.

Programme and Timings for the Full Day:

The course objectives are that delegates will be able to:

- Establish their normal rate of reading
- Describe how the eye functions
- Explain the reading process
- Use conditioning exercises to enable them to read faster
- Balance comprehension with speed
- Read and retain material at speed
- Double their reading speed **(at least - most will go well beyond this)**
- Choose and use a memory system
- Choose and use practical strategies for reading and note taking.

The course content includes:

- The physiology of the eye
- Eye movements and fixations
- The reading process
- Four / five reading practices
- What reading involves
- Memory and reading
- Retaining what you have read
- Using a memory system

Programme and Timings for the Half Day

The course objectives are that delegates will be able to:

- Establish their normal rate of reading
- Describe how the eye functions
- Explain the reading process
- Use conditioning exercises to enable them to read faster
- Balance comprehension with speed reading
- Read and retain material at speed
- Double their reading speed **(at least - most will go well beyond this)**

The course content includes:

- The physiology of the eye
- Eye movements and fixations
- The reading process
- Two/three reading practices

For

Any secretary or Personal Assistant

'Domestic' Information

We are consultants rather than open course providers so we come to you; this saves your delegates travelling time and means you can train from one person to 12, for a fixed daily rate.

Since the training takes place on your site it's probably helpful for you to know that for most courses we would need:

- One room large enough to hold the delegates comfortably
- 'U' shaped layout with tables
- Pencils
- Name cards
- OHP and screen
- Flipchart and pens
- Drinking water

For full day courses we ask you to provide a light buffet lunch and the usual mid-morning and afternoon refreshments.

For half-day courses we simply need the usual mid-morning refreshments.

What Next?

If you would like to go ahead with a training programme then please contact us to arrange a suitable date. We normally need at least a fortnight's lead time to complete the course design and the materials, and early booking is very much appreciated.

Our Approach

Structured Learning offers training that is properly tailored to individual needs and works with each delegate to actively improve and develop business skills. We offer intense, practical and fun sessions.

Whatever the subject matter our aim is to make the training enjoyable, thought-provoking and practical through a mix of input, individual and group exercises and feedback.

At all times we are available by telephone, e-mail and in person to answer your questions. Our philosophy is that the training relationship must stand with your business need and be accountable to it.

You can find out more about us by visiting our website at
www.structuredlearning.com

We hope there is enough information here for you to make a decision to go forward with us. If you have **any** queries please telephone or email us. Our aim would be to meet your needs exactly.

Thank you for this opportunity.