

## Mastering Administrative & Secretarial Skills (April 25, 2018 at Islamabad)

### OVERVIEW:

National Productivity Organization, Ministry of Industries & Production announces one day training program on "**Mastering Administrative & Secretarial Skills** at Islamabad.

### DESIGNED FOR:

Record Management Officers, Executive secretaries to CEOs/ Managing Directors, Personal Assistant, Private Secretaries & Administrative Assistants.

### OBJECTIVE OF THE COURSE:

Administrative assistants use their organizational, administrative, and decision-making skills to contribute positively to the work environment. Emphasis is placed on the practical application of office management and administrative skills required to endure that an office runs effectively and efficiently.

### COURSE CONTENTS:

#### Communication Skills

- 7 C's of communication
- Barriers of communication
- Oral & Written communication skills
- Clichés, Jargons, Punctuations, Grammar.

#### Conflict Resolution and Negotiation skills

- Introduction to conflict resolution
- Assertive Communication
- Negotiation skills
- Application of skills

#### Personal and Management skills

- Presentation skills
- Positive Behavior
- Team work & Interpersonal skills
- Body Language (Non-Verbal Communication)

#### Software skills

- MS Office (Word, Excel, ppt)
- Software and operating system

#### Record Management

- Filing and Record keeping
- Secrecy

### Registration Deadline:

**April 24, 2018**

**INVESTMENT:** PKR 6,000/- Only  
(Includes Course Material, Lunch, Tea and Certificate)

**Timing:** 09:30 AM – 04:30 PM

**Venue:** NPO head Office, Islamabad

*For Registration Please Contact*

**Mr. Zia Ur Rehman (0332-5171079)**

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### LEARNING METHODS:

- Power Point Presentations
- Role-play
- Brainstorm

- Open discussion
- Case study
- Self-assessment

*Course Leader:* **Mr. Sohail Riaz** is a Master Trainer and specialize in behavioral and organizational change. An Inspirational speaker, who is passionate about helping organizations unleash he untapped potential of their most valuable resource-their people.