

#### OVERVIEW:

National Productivity Organization, Ministry of Industries & Production a liaison office of Asian Productivity Organization (APO) Tokyo, Japan announces 03-hours online session on "Mastering Administrative Skills".

Administrative skills can help you to be well organized, be a strong communicator and enhance your customer service skills. While administrative skills are certainly important in administrative roles like office managers and receptionists, they are also helpful skills in nearly any job.

#### POTENTIAL PARTICIPANTS:

Middle Management, Team Leaders, Supervisors, Record Management Officers, Executive Secretaries to CEOs/ Managing Directors, Personal Assistant, Private Secretaries & Administrative Assistants.

#### LEARNING OBJECTIVES:

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:

- Mediation and negotiation skills.
- Solution oriented approach at workplace
- Effective communication and its impact on workplace
- Organizational leadership
- Decision making skills

#### LEARNING METHODS:

- Power Point Presentations
- Brainstorming
- Open Discussions

#### REGISTRATION & FEE SUBMISSION DEADLINE:

September 16, 2020

Mr. Zia Ur Rehman

0332-5171079

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Mr. Hammad Altaf

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[hammad@npo.gov.pk](mailto:hammad@npo.gov.pk), [hammad950@yahoo.com](mailto:hammad950@yahoo.com)

**Time: 11:00 AM to 02:00PM**

**INVESTMENT: PKR. 500/-**

RESOURCE PERSON:

**Hina Nisar Sadouzai**

A lead trainer/HRD consultant-ORG.EXC having vast experience of training in consultancy. she mainly focused on conducting research, doing learning, training need analysis, brainstorming sessions, making training frames and proposals.



0.5 CPD Point  
for Engineers

