

# **HRD CONSULTANCY SERVICES & CO.**

## **SECRETARIAL TRAINING PROGRAMMES**

### **2015/16**

(12 sessions – 2 hours each held in Mosta)  
**starting SOON** (5.30 pm – 7.30pm)  
and every Wednesday thereafter

This is a comprehensive course intended for all those who are seeking employment as a secretary as it demonstrates ways to be successful in a secretarial job. It is also suitable for a secretary who wishes to move up in the career ladder and improve her skills.

#### **Course Contents:**

##### **Module A – Euros 70**

- Organisational skills and filing
- Telephone Skills
- Communications skills

##### **Module B – Euros 70**

- Minute Taking
- Business Letter Writing
- Time Management

##### **Module C – Euros 70**

- Handling Conflict and Stress
- Basic Accounting Concepts
- Other Secretarial Duties

##### **Module D – PRACTICAL SESSIONS – Euros 120**

- WORD
- EXCEL
- POWERPOINT

Prices for more than one module are as follows:

<b>Module</b>	<b>Fee</b>
<b>A &amp; B</b>	<b>Euros 130</b>
<b>A, B &amp; C</b>	<b>Euros 200</b>
<b>All 4 modules</b>	<b>Euros 300</b>

A certificate of attendance will be awarded to each active participant at the termination of each course/module. Experienced and qualified trainers.  
Detailed handouts will be provided for each session.  
Maximum number of students per class: 7

**HRD CONSULTANCY SERVICES & CO – 25, SUMMER STREET, MOSTA MST 4052**  
**Tel: 21 434136, Fax: 21 437426, Mob 99493667**

# Detailed contents

## Module A

### *Organisational skills and filing*

- Office documentation
- Storage of documentation
- Desk and Diary
- Working on different stations
- Meetings

### Filing

- Qualities of filing
- Systems of filing; central filing, departmental filing, alphabetical filing, numerical filing, geographical filing and chronological filing.
- Advantages and disadvantages of vertical filing
- Advantages and disadvantages of lateral filing
- General Rules
- 5 Steps to successful filing

### *Telephone Skills*

- Introduction
- Telephone techniques in detail
- Before you answer the phone
- Whilst answering the phone
- In the course of the conversation
- When concluding the call
- When transferring the call
- Making a call
- Slang expressions vs Correct expressions
- Difficult situations
- Do's and Don'ts

### *Communications skills*

- Methods of communication: telephone, e-mail, letter, internal memo, fax, meeting, conference and presentations.
- Definition
- The 4 basic elements of the communication process: sender, message, medium and receiver.
- Internal and external communications
- Basic types of communication: written, verbal and non-verbal
- Types of written communication and its advantages and disadvantages
- Types of verbal communication and its advantages and disadvantages
- Types of non-verbal communication and its advantages and disadvantages
- Problems in communication

# Module B

## *Minute Taking*

- Definition of minutes
- The Agenda
- Types of minutes: resolution and narrative minutes
- Taking notes
- Writing the minutes
- Circulation of minutes
- Conclusion
- Practical examples of Minutes and Agenda

## *Business Letter Writing*

- Keys to writing Effective Business Letters
- The Seven C's of Business Letter Writing
- Common errors in Business Letters
- Examples of : Starting a letter, the reference, reason for writing, requesting, agreeing to requests, giving bad new, enclosing documents, closing remarks, reference to future contact and the finish.

## *Time Management*

- Introduction
- Working one's long term priority
- Planning Tasks
- Allocating Time
- Various points to remember
- Booking Quiet Time
- Useful tips
- Being Realistic
- Clearing your office and projecting an image
- Processing documents
- Golden rules

# Module C

## *Handling Conflict and Stress*

- Handling difficult customers
- Handling Colleague-Related stress subdivided into six categories:
  - The Chatty Neighbour
  - The Slanderer
  - The Best Friend
  - The Thief
  - The Clinger
  - The Secret Agent

## *Basic Accounting Concepts*

- Basic definitions of debtor and sales/turnover
- Basic definitions of creditors and purchases
- Assets: subdivided into Fixed Assets and Current Assets
- Liabilities subdivided into Long Term Liabilities and Current Liabilities
- Share Capital, Balance Sheet and Profit and Loss account.
- Invoice
- Cash book : receipts and payments
- Mark up and Margin
- Shares and shareholders
- Directors
- Interests, dividends and bonds
- Audited Financial Statements
- Audit and Cashflow projections

## *Other Secretarial Duties*

- Stationery stock and its control
- Petty Cash and the Imprest system
- Travel arrangements for staff and/or superiors

# **Module D**

**Practical Sessions in basic WORD, EXCEL and POWERPOINT**