



December 28,
2021



09:00am
to 05:00pm



Pakistan Society for
Training & Development

SECRETARIAL DEVELOPMENT

WITH BASEER SAMI

INTRODUCTION

This workshop has been specifically designed for those competent workers to update their knowledge and competencies in the practice of this demanding profession. The focus is on practical skills, tools and techniques to enhance productivity, build a winning team with management and peers, and maximize value to the organization.

LEARNING OUTCOMES

- Set and negotiate goals and priorities in partnership with your manager(s);
- Organize your day and manage your time including deadlines, e-mail, voice mail, meetings, drop-in visitors and time-wasters;
- Validate where your time is actually spent (based on facts not perceptions)
- Prevent crises, manage conflicts, difficult people and awkward situations assertively
- Make your manager(s), peers, teammates and staff more effective; improve your working relationships;
- Clarify your role, prevent role conflict, and excel in working with peers, multiple managers and demanding clients;
- Make your job more meaningful and take charge of your career growth.



Fees:
30,000 + Gst

Location:
Classroom



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PROGRAM OUTLINE

PERSONAL ORGANIZATION SCHEDULE YOUR DAY

- ✓ Control your day and focus on high-return tasks
- ✓ Distinguish between urgency and importance
- ✓ Work smarter not harder
- ✓ Organize your workspace (desk, electronic files and paperwork)

COMMUNICATE WITH IMPACT

- ✓ Communicate to influence and persuade others
- ✓ The power of behavior; verbal and non-verbal.
- ✓ Listening and questioning skills
- ✓ Prevent verbal and written misunderstandings
- ✓ Harness the power of e-mail
- ✓ Professional telephone and voicemail techniques

ELIMINATE TIME WASTERS

- ✓ Reduce interruptions by drop-in visitors and get your work done
- ✓ Say "No" without offending people
- ✓ Deal effectively with major time wasters: phone calls, paperwork, equipment and working tools

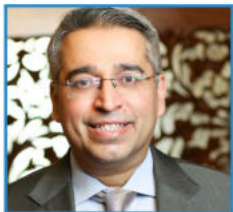
MANAGE CONFLICT, DIFFICULT PEOPLE INCLUDING BOSSES

- ✓ Interpersonal dynamics, mindsets, motives and fears
- ✓ Manage aggressive and passive people, including bosses and coworkers
- ✓ Explore beyond symptoms to identify the real sources of conflict

MAKING EFFECTIVE DECISIONS

- ✓ Apply six thinking hats concept to make effective decisions on daily basis

EMAIL ETIQUETTES



TRAINER PROFILE

Mr. Baseer Sami is a graduate of the Northwestern University (US). His working experience prior to returning to Pakistan, was with Merrill Lynch in Chicago (US). Baseer has been a visiting faculty member at IBA in the past. Having trained professionals at various local and foreign organizations, Pakistan, as well as in UAE, Bahrain & Oman, Baseer Sami is a renowned name in the corporate training circle.



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