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Secretary Enhancement Program in the Public Sector

Course Overview:

The Senior Secretary holds a key position of influence and a powerful partnership with the senior management team. Success in this role has a direct effect on the success of executive operations. The Senior Secretary who understands the role and pressures of management and even thinks like the team will achieve improved performance, outstanding results and respect from superiors and the executive team.

You already hold this position because of your current capability; therefore, this program seeks to supplement your current set of capabilities and competence

Course Objectives:

At the end of this course, the participants will be able to:

- Manage their self, their subordinates, their colleagues and their boss more effectively
- Develop the competence & managerial aspects of their role
- Improve their confidence, assertiveness and communication skills
- Manage the stress and pressure in an increasingly challenging environment
- Understand their own and others' personalities & its effect on behaviour
- Make better and more effective decisions
- Communicate better with a wide range of people
- Negotiate with others more effectively
- Use a variety of time tools effectively
- Improve their memory skills
- Motivate their selves and others
- Analyze their performance for future development opportunities

Course Coverage:

Topic 1: Defining and Developing the Role:

- The Executive PA – your vital partnership with management
- Defining the responsibilities and authority of your role. Biases & prejudice

- Identifying ways of broadening your role and creating opportunities to increase your responsibilities
- Developing the managerial aspects of your role
- Essential management skills Planning for development
- Identifying and overcoming barriers to your success
- Understanding your own and others' personality & subsequent behaviour

Topic 2: Effective Communication:

- Interacting with others and networking for success
- Getting yourself seen and heard
- Developing and advancing your relationship with your manager/director
- Improving your communication skills
- Negotiating, influencing, persuading and delegating
- Individual, Team & Group Exercise on Consensus

Topic 3: Developing Confidence:

- Trusting your initiative and judgment
- Saying "no" constructively
- Problem Solving & Decision making tools
- Team roles and interaction with others
- Video Presentation Skills
- Individual & Team Exercise Tantrix & Colour Blind

Topic 4: Developing and Improving Key Skills:

- Improving your confidence and assertiveness
- Practising effective time management skills
- Concentrating, thinking, listening and making decisions under pressure
- Conflict Management
- Improving your memory
- Video Conflict Management

Topic 5: Getting Results:

- Benefiting from key motivation techniques
- Motivating yourself, your subordinates and your boss
- Achieving results through others
- Managing stress and pressure that come with change and challenge
- Measuring your performance based on objectives, standards, responsibilities set and achieved
- Preparing for your development
- Action planning

Targeted Groups:

- Office Managers
- Team Leaders
- Administrators
- Secretaries
- Support Staff

- PA's

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