



أكاديمية الزمالة  
العربية البريطانية



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Arab British Academy Fellowship  
A.B.A.F





# Executive Secretary and Communication Force

## Objectives

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- tasks and responsibilities
- Basic and personal skills
- Actual and practical applications
- Electronic and technological applications

## Who Should Attend?

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- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

## Seminar Outline

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### DAY 1

- Importance of office communications Document retention.
- Dealing with office communication.
- Systems of supervision of archives . \_ Classification, coding and indexing.
- Use of the computer in archiving . \_ Save and retrieve correspondence and documents.
- Sorting, deporting and damaging archives.
- Modern techniques and devices in the field of trading, preservation and retrieval.



## DAY 2

- The concept of correspondence and reports and their types.
- Skills and skills for writing and reading development . \_ Characteristics and parts of a good report.
- The method of writing correspondence and reporting . \_ illustrations in reports.
- Computer and output of correspondence and reports. \_ Common mistakes in writing correspondence and reports

## DAY 3

- The role of the administrative assistant in the establishment, the characteristics of the administrative assistant - communication skills in the secretarial offices - preparation of the agenda, the minutes of the meeting and the organization of the trips
- Organizing office work: Appointments, time, prioritizing work, dealing with others, working pressure in secretarial offices, simplifying office procedures, and effective use of the telephone.

## DAY 4

- Office management.\_ Functions, responsibilities and features of the office manager, administrative assistant and executive secretary . \_Communication skills . \_Management of time and prioritization . \_ Organizing meetings and organizing travel . \_Create telephone calls, and with visitors . \_ Physical environment in the modern office . \_Reports, reports and internal notes. And office techniques

## DAY 5

- Recent trends in secretarial. - The importance of modern techniques in the work of secretarial.\_ - Preparation of correspondence and reports on the computer.\_ Showing information on the computer.\_ Organize information of people electronically.\_ Organize meetings electronically.\_ Organize archives and documents electronically.
- The electronic organization of appointments and tasks in the offices of the secretariat.\_ Electronic communications (Internet, intranet, e-mail).





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