



CASE Professional Development Centre advances the purpose of professionalism by deepening the participant's ability to improve performance and effectiveness. We deliver management and technology skills to increase productivity. Our programs promote creativity and provide tools for managers to produce durable and demonstrable impact. In short, we'll show you results. www.case.edu.pk

Management Skills for Executive Assistant

This is a two-day workshop designed for those who work in support positions, to help them improve their everyday performance in an office environment. The two days will help you identify productivity pay-offs and priorities, and build better relationships with those around you and with the person to whom you report.



You will learn techniques for time management, and enhance those three critical communication skills: active listening, skilful use of questions, and an awareness of what your body language says about you. You will also have the opportunity to develop some strategies for acting more assertively and managing your stress.

How Will You Benefit

- Understand the importance of and be better able to present a professional presence on the job
- Improve your ability to organize, plan, prioritize and self-manage
- Improve critical communication skills such as listening, asking questions and being aware of body language
- Develop strategies for managing difficult people and situations
- Recognize techniques for being more assertive and managing your stress

Contents of the Program

- You and your self-esteem
- Planning and prioritizing
- Working in a team environment
- Taking control of communication
- Dealing with criticism and anger
- Time management
- Setting goals and getting what you want in life

Who Should Attend?

- Executive Assistants
- Personal Secretaries
- Personal Assistants
- Administrative Assistants



ark Consulting Group

brings together seasoned professionals who employ result-oriented, proven techniques to deliver training workshops that deliver experiential learning. As leaders in strategic management, human resource development, capacity building, and organization development we ensure that all programs are developed in line with current global management thinking and trends. www.arkconsulting.pk

Program starts in the second week of October 2010

Total Investment

Rs. 13,000 per participant.

Includes class room training, course material, refreshments, and completion certificate.



For Details & Registration Contact

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