

### **Etiquette Skills & Art of Dealing With the Public for Office Managers**

Date Venues ()Fees Book your seat

31 Dec -31 Dec 1969 Register Now

## **Course Overview**

· Manage workloads and time

Work under pressure to achieve objectives

Understand the different methods used in storing information

• Implement the easiest, safest method suitable for work environment applications, requirements, and how to solve the related problems andrule of etiquette to deal with awkward situations

# **Course Objective**

- Manage workloads and time
- Work under pressure to achieve objectives
- Understand the different methods used in storing information
- Implement the easiest, safest method suitable for work environment applications, requirements, and how to solve the related problems

#### Who Should Attend?

Secretaries and office managers

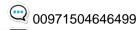
### **Course Outline**

- 1. Secretary's behavior and responsibilities
- 2. Rules governing acceptable forms of hand- shaking priorities and behavior
- 3. Active listening and constructive conversations
- 4. Rule of etiquette to deal with awkward situations
- 5. Rules of etiquette in face to face, written and telephone communication
- 6. Etiquette and meetings, and motives of human behavior
- 7. Transactional analyses in the secretarial offices
- 8. Body languages and etiquette: greetings, introduction, socializing hand-shaking and exchange of presents and wreath

# Training Methodology

· Presentation & Slides

- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays



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