SSM 115: Professional Skills for Administrators & Secretaries

From planning meetings to creating computer presentations, this course can help you learn how to successfully master a variety of administrative assistant duties that are generally required in today's contemporary workplace.

Businesses across the globe rely on a trained secretary to help them keep their offices organized and properly managed. This course is your chance to be a part of it all.

Who should attend?

This course is particularly appropriate for candidates who are seeking a first position in an office and therefore, need a mix of typing skills and secretarial office knowledge in order to maximise their selection opportunities. The course is also ideal for office employees who require skills that improve their career prospects and business students who require typing and associated skills and knowledge for improving their own work performance.

Course Content

Session 1: Today's Office Professional - Overview and General Duties
• Professional Traits and Qualities
• Office Settings
• Overview of Operational and Management Functions of a Typical Business
• Daily Duties of the Administrative Assistant/Secretary
• Introduction to Office Equipment, Furniture and Supplies
• Record Keeping and Banking
• Organizing Work and Protecting Its Quality
• Time Management

Session 2: Today's Office Professional - Office Communications
• Telecommunications Equipment and Systems
• Managing Incoming and Outgoing Communications
• Arranging and Assisting with Meetings and Conferences
• Making Travel Arrangements

Today's Office Professional - Office Documents
• Document Related Terminology
• Information Resources
• Overview of the Document Planning and Generation Process
• Business Document Formats and Styles
• Techniques for Generating a First Draft
• Editing Text
• Proofreading
• Taking Dictation
• Quick Review of English Grammar for Administrative Assistants

Today's Office Professional - Public Relations and Personnel Issues
• Business Ethics
• Supervising Office Employees
• Managing a Payroll
• Quality and Quantity Control
• Stress Management

Session3: Applications
• Microsoft Windows 7
• Using the Start Menu
• Accessing Help and Support
• Working with Files and Folders
• Working with Word
• Creating a Document
• Saving, Printing and Closing a Document
• Navigating and Searching
• Editing and Formatting Text
• Creating Bulleted and Numbered Lists
• Setting and Modifying Tabs
• Page Layout
• Creating, Formatting and Modifying Tables
• Inserting and Formatting Pictures, Shapes and Clip Art
• Backgrounds, Headers and Footers
• Applying References and Hyperlinks
• Advanced Features

Session 4: Applications
• Working in Excel
• Working with an Excel Workbook
• Using Backstage View
• Accessing and Using Excel Templates
• Entering and Editing Data in a Worksheet
• Using Data Types
• Saving the Workbook
• Inserting and Deleting Cells
• Formatting Cells
• Working with Rows and Columns
• Modifying a Worksheet
• Working with Multiple Worksheets
• Finding, Sorting and Filtering Data
• Building Basic Formulas
• Data Functions
• Building, Formatting and Modifying Charts

Session 5: Applications
• Working in Power Point
• Working with an Existing Presentation
• Creating a New Presentation
• Adding, Deleting and Organizing Slides
• Formatting Characters, Paragraphs, Text Boxes and Lists
• Proofing Tools
• Working with Different Themes and Layouts
• Adding Tables, Charts, and SmartArt Graphics to Slides
• Delivering a Presentation
• Working in Outlook
• Creating, Sending and Responding to E-mail Messages
• Formatting and Personalizing Messages
• Working with Attachments
• Working with Outlook Folders
• Modifying Contacts and Contact Groups
• Using Outlook Calendar