

SECRETARIAL EXCELLENCE ONLINE COURSE

Competence Canada Course ID: 1298

Recommended Prior Knowledge/ prerequisites:

No specific prerequisites are necessary, making this course accessible to individuals with varying levels of experience.

Course Duration:

This intensive Secretarial Skills Workshop is designed to be completed over the course of one week. The workshop consists of online sessions, interactive activities, and practical exercises to ensure participants acquire a comprehensive understanding of essential secretarial skills.

Who should attend?

The Comprehensive Secretarial Skills Workshop is tailored for individuals aspiring to work in administrative roles, secretarial positions, and office support functions. It is suitable for beginners looking to enter the field as well as experienced professionals seeking to enhance their existing secretarial skill set. This workshop provides a solid foundation for those aiming to thrive in various office environments and contribute effectively to the overall success of an organization.

Fee Structure:

These fees include digital course materials, training, and the cost of issuing certificate.

Learning Objectives:

Upon completing the Comprehensive Secretarial Skills Workshop, participants will be able to:

- Demonstrate proficiency in office software applications, including word processing, spreadsheets, and presentation tools.
- Develop effective communication skills for written and verbal interactions within an office environment.
- Master professional email etiquette and correspondence.
- Efficiently manage office records, files, and documentation.
- Handle phone calls, inquiries, and messages professionally and courteously.
- Organize meetings, appointments, and travel arrangements for executives and teams.
- Apply time management techniques to multitask and prioritize daily responsibilities.
- Display a strong sense of confidentiality and discretion in handling sensitive information.
- Effectively handle administrative tasks such as data entry, report preparation, and basic bookkeeping.
- Showcase strong organizational skills by maintaining office supplies and a tidy workspace.
- Collaborate and coordinate with colleagues to ensure smooth office operations.
- Adapt to new challenges and changing office environments with flexibility and resilience.

Knowledge:

Participants will gain knowledge in the following areas:

- Microsoft Office suite (Word, Excel, PowerPoint) proficiency
- Professional business communication principles
- Email etiquette and effective correspondence
- Office organization and record-keeping best practices
- Telephone etiquette and call handling techniques
- Time management strategies for secretarial tasks
- Basic bookkeeping and financial record management
- Travel arrangement and event coordination basics
- Confidentiality and ethics in a secretarial role

Certificate

The E-certificate will be issued with soft signature. You may print hard copy for your reference.

If you would like a physical certificate, Competence Canada can issue one for an additional cost which includes shipping.

How To Get Started:

For more information or to sign up for this course, please email us at trainings@competencecanada.com or visit us at CompetenceCanada.com to learn more about our trainings, accreditation, and membership programs.

About Competence Canada:

Competence Canada is a Canadian-based organization committed to promoting safety, social good, and sustainability in the workplace. We recognize that skills, experience, and training are essential for individuals to excel in their careers and make a positive




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impact in their communities. That's why our goal is to provide high-quality training and certification programs to individuals across a range of industries, empowering them with the tools and knowledge they need to succeed.

Through our comprehensive education and certification programs, we are dedicated to helping you gain a competitive edge in your field. Whether you're looking to advance in your current role, switch careers, or stay up-to-date on the latest industry standards, Competence Canada is here to support you. Our team of experts is committed to providing the highest level of service and guidance, so you can achieve your professional goals and make a meaningful impact in your workplace and beyond.

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