

3 DAYS RESIDENTIAL SECRETARIAL LEARNING PROGRAM

TOPIC

OFFICE MANAGEMENT SKILLS FOR SECRETARIES & PERSONAL ASSISTANTS

DATES

**07-09 MAY 2018
(MONDAY-THURSDAY)**

STAY VENUE

ROYAL RIVIERA HOTEL, CHEEPUNKAL, KUMARAKOM, KERALA

LEARNING SESSIONS VENUE

**KUMARAKOM PALACE CONFERENCE BOAT, VEMBANAD KAYAL,
KUMARAKOM**

organised by



STERLING INSTITUTE OF CORPORATE CONFERENCES & EVENTS

PALAKKAD, KERALA

**Email: info@sterlingeeventsindia.com
Log on: www.sterlingeeventsindia.com**

ABOUT THE INSTITUTION

Sterling Institute of Corporate Conferences & Events (SICC&E) is a registered Institution. For more details visit www.sterlingeventsindia.com

PROGRAMME INTRODUCTION

An Executive Secretary/Personal Assistant or an administrator who provides both secretarial and active administrative support to their bosses in their respective organizations either as a part of a team or individually. The role plays a vital part in the administration and smooth management of their office/organisation. Today's corporate world, executives are looking for professional Secretary/PA/PS/Administrator who they can **rely**, trust upon to be their own person who have the ability to handle any situations in the secretarial/Office functions. The present corporate environment also requires to handle multi tasks and work with confidence and pressure, hence secretarial personnel must be a smart coordinator with excellent planning and organizing skills. This 4 days residential learning program for Secretarial Personnel is a most appropriate opportunity to enhance their professional skills in Office Management.

TOPICS TO BE COVERED

- ❖ **Learn the Executive need and style of working**
- ❖ **Understand the importance of Office/Secretarial Management**
- ❖ **How to be a good Listener & Initiator**
- ❖ **How to Talk positively and respond constructively**
- ❖ **Handling difficult people and situations**
- ❖ **Emails and social media management**
- ❖ **Communication with IT Skills**
- ❖ **Learn to develop social intelligence**
- ❖ **Managing Boss Time and Self.**
- ❖ **Planning & Organizing Office Events in an Excellent Way.**
- ❖ **Creating a network of working relations**

METHODOLOGY

A combination of discussion based lectures, cases with practical corporate examples, structured behavioral exercises and management games will form the methodology of the Training program.

WHO IS RIGHT FOR THE PROGRAMME

The programme is designed for Secretarial and Administrative Personnel of Public and Private Sector organizations, such as Personnel Officers, Assistants, Secretaries, Junior and Senior Executive Secretaries, and Confidential Assistants, Supervisors, Stenos and Supervisors . The learning outcome will immensely beneficial to the Coordinators of Secretarial functions of organizations. The training programme will also benefit Personal Secretaries, Assistants of Central and State government and its statutory organizations. Secretariat Officers of Academic and Financial Institutions would also benefited by undergoing this training programme. This program also useful to all Secretarial & Administrative Executive/Manager(s) of State Government and its statutory organisation/Institution(s).

PROF. JAYA KUMAR : He is currently the Director and CEO of Indian operations of Training Solutions International. Previously he was Director (HRD & Training) of ESM Singapore and Principal of their world class training centre at Mumbai. With more than three decades of professional experience, is a well known corporate management trainer and his specialization includes HRD, Training Systems and Productivity Techniques, Safety Management, Quality Systems, Marine and Industrial Engineering, etc. He is a member of many professional bodies like ISTD, WMU- India Chapter. He has conducted large number of top management development programmes including Secretarial & Administrative learning programs. He has received many national & International Awards for his specialized contribution in Management Development.

DATE: 07-10 MAY 2018 (MONDAY-THURSDAY)

TENTATIVE PROGRAMME SCHEDULE

| Date | Event | Time / Duration |
|---------------------------|---|--|
| 07.05.2018 (Monday) | Check-in Lunch Registration & Inauguration Learning Session I & II Dinner | 12.00 Noon 13.00 Hrs – 14.00 Hrs 14.00 Hrs – 14.30 Hrs 14.30 Hrs – 17.30 Hrs 20.30 Hrs |
| 08.05.2018 (Tuesday) | Learning Session in Conference Boat. | 09.00 Hrs – 17.30 Hrs |
| 09.05.2018 (Wednesday) | Valedictory Session Feedback Session Check-out | 09.30 Hrs – 10.30 Hrs 10.30 Hrs – 11.00 Hrs 12.00 Hrs |

STAY & CHECK IN/OUT

The participants will be provided **TWIN SHARING ROOM** at **Hotel Royal Riviera, Kumarakom**. They will check-in on **07 May 2018** by **12.00 noon** and will check-out on **09 May 2018 noon**. (Prior and extended stay beyond 2-3 Hours will be charged extra).

HOW TO REACH THE VENUE: KEYS HOTEL, GOA.

HOW TO REACH THE VENUE : HOTEL ROYAL RIEVERA, CHEEPUNKAL, KUMARAKOM
From Kochi (Nedumbasseri) International airport 85 KM delightful ride by road. The nearest Railway station is **Kottayam with 17 KM**. Ernakulum Railway Station is connected to all major cities in Kerala and industrialized cities in India. **Kumarakom** is one and half-hour drive from Ernakulum Railway Station. The best place to alight is **KOTTAYAM. HOTEL ROYAL RIVIERA is situated near Cheepunkal Bridge at Kumarakom, Kerala.**

FEE

The participation fee of **Rs. 19,000** (inclusive of Boarding, Accommodation, Program Materials, Kits, Limited entertainment,), (**Rs. 8000/- extra if accompanied by spouse includes all**). (**Prior or extended stay will be charged extra**). **Avoid last minute cancellation of nomination, if any circumstances, a substitute be nominated or otherwise 30% participation fee).**

REGISTRATION

Please send your nomination through e-mail at **info@sterlingeeventsindia.com** on or before **1st May 2018** followed by participation fee by **Demand Draft/NEFT/RTGS (Bank Account details will be provided on request through Email)** in favour of **M/s Sterling Institute of Corporate Conferences & Events** and payable at **Palakkad, Kerala**.

SECRETARIAT

**P. RADHAKRISHNAN
DIRECTOR**

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