**SECRETARY TO WORLD CLASS PROFESSIONAL**

In today’s global business world, an Executive and secretary comprise a vital team. This program is focused to equip **secretaries / office assistants** with essential skills in the co-ordination and integration of various functions.



**Date:** 25th& 26th June, 2015

**Time:** 9:30 am – 5:30 pm

**Venue:** Bombay Management Association

9, Podar House, 3rd Floor,

“A” Road, Churchgate, Mumbai 400020

*Our Faculty,* ***Mrs. Homai H. Mehta*** *is the Director of Sir J. J. College of Commerce – Mumbai’s leading Business College aimed towards continuing education. She is well known in the secretarial fraternity as Founder of National Institute of Personal Secretaries, now known as Indian Association of Secretaries and Administrative Professionals (IASAP), the only professional association of its kind in India, with six Chapters.Currently, Mrs. Mehta is President Emeritus of IASAP and the First Indian to have been the President of the Association of Secretaries and Administrative Professionals in Asia (ASA).*

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| **DAY ONE**  **The Secretarial – Managerial Role**   * Changing profile of today’s administrative professionals * How to deal with multiple bosses with different work styles. * Forging a successful professional partnership with your boss * How to work efficiently and effectively within your corporate culture   **Attributes and Strategies for developing Secretarial Diplomacy**   * Professionalism in the work place * Tips to raise your personality, confidence and credibility * Attitude, Skills, Etiquette and Ethics, Handling on-the-job situations | **DAY TWO**  **Refining your communication – Non-verbal, verbal and written**   * Communicate assertively, not aggressively * The ABC of Business Writing   **Managing Your time and Boss’ time**   * Know when and how we waste time * Prioritize – urgent vs important – understand the 4 Quadrants * Manage interruptions/deadlines * Delegate and Empower   **How to build Great Teams – Game and discussions**   * Understanding the art of Human Relations * Building relationships – How to manage interpersonal relationships * Being a Team worker   **Self Motivation to Boost your Career**   * What self-motivation entails * Dealing with negative idiosyncrasies |

**Registration Fees** (Plus S. Tax)

BMA Members - Rs.7, 500/-

Non BMA Members – Rs. 8,000

**Mr. Bhaskar Joshi Ms. Mayuri Mistry**

Chairperson Director

**For Registration contact:**

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