

## **METHODOLOGIES**

Lecture, Discussion, Role Play,  
Critiquing, T- Group, Structured  
Learning Experiences, Case Study,  
Buzz Group, Workshop, etc.

### **SEMINAR FEE:**

The registration fee for the seminar  
is Six Thousand Pesos (P 6,000.00)

*Which will cover:*

Lunch  
Snacks  
Handouts  
Certificate of Completion

Payment should be made to  
***CLEARED, Inc.***

### **RESERVATIONS AND INQUIRIES:**

Please call  
Jerowin or Vhel at telefax  
(02) 928-9206

You can also email at  
cleared\_inc3@yahoo.com

### ***Note:***

Seminar reservation is expected.  
We, however, reserve the right  
to postpone or cancel the  
training program as we see fit.

**Center for Labor Education, Advocacy,  
Research and Development, Inc.**  
Room 104, U.P. - SOLAIR  
Diliman, Quezon City, 1101



**Center for Labor Education, Advocacy,  
Research and Development, Inc.  
(CLEARED, Inc.)**

*Invites you to the Three-Day Seminar on:*

# **WORK AND PERSONAL EFFECTIVENESS OF SECRETARIES AND ADMIN ASSISTANTS**

**July 21-23, 2009  
9:00 am – 5:00 pm  
Bonifacio Hall  
U.P. - SOLAIR  
Diliman, Quezon City**

CLEARED, Inc.  
Room 104, U.P. - SOLAIR  
Diliman, Quezon City  
Tel. No.: 928-9206 (CLEARED, Inc.)  
Website: [www.cleared.com.ph](http://www.cleared.com.ph)

## RATIONALE

This unique seminar is specifically designed for secretaries and administrative assistants to enhance their capabilities given the increasing demand of their work. It provides easy to understand practical tools and techniques in improving productivity and efficiency; building professional relationships with management, peers, customers and other stakeholders; and strategies and techniques in managing their careers.

## OBJECTIVES

*At the end of the three-day highly interactive seminar, participants should be able to:*

- Set and negotiate goals and priorities in partnership with their superiors;
- Organize the activities of the day and manage time including deadlines, email, voice mail, meetings, drop-in visitors and time wasters;
- Improve communication skills and the use of various communication tools in the organization;
- Practices corporate etiquette and sound manners;
- Proactively prevent crises, manage conflicts, difficult people and awkward situations;
- Improve working relationships and assume more leadership and managerial responsibility without the benefit of authority;
- Clarify role, prevent role conflict and excel in working with peers, multiple managers and demanding clients; and

-Make work-life balance meaningful, build trust and take charge of their own growth and development.

## COURSE OUTLINE

**Module 1.** Introduction: Working Together  
- Secretaries and Administrative Assistants – A Model of Success

- Understanding your Position & the Importance of your Position
- Critical Competencies

**Module 2.** Taking Charge without the Benefit of Authority

- Managing your Boss
- How to help Building a Winning Team
- Managing your Customers

**Module 3.** Enhancing Emotional Quotient (EQ)

**Module 4.** How to Set Goals and Priorities: Goal Maps

**Module 5.** Personal Organization: Scheduling Your Day

**Module 6.** How to Control Major Time Wasters

**Module 7.** How to Reduce Workload and Work Smarter

**Module 8.** Practicing Corporate Etiquette

**Module 9.** Face-to Face Meetings and Conference Calls

**Module 10.** How to Improve Email and Other Communication Skills

**Module 11.** Managing Conflict, Difficult People and Situations

**Module 12.** Enhancing Adversity Quotient (AQ)

**Module 13.** Work-Life Balance

**Module 14.** Leadership and Delegation: Preparing for Managerial Responsibility

**Module 15.** Building the Foundation for Career Excellence

### RESERVATION/CONFIRMATION SLIP

## **SEMINAR - WORKSHOP ON: WORK & PERSONAL EFFECTIVENESS OF SECRETARIES & ADMIN ASSISTANTS**

July 21-23, 2009

TO: CLEARED, INC. Fax No.: (+632) 928-9206

*We are interested in attending this seminar/program, Please consider this as our reservation/confirmation.*

Name: 1) \_\_\_\_\_ Nickname: \_\_\_\_\_  
2) \_\_\_\_\_ Nickname: \_\_\_\_\_  
3) \_\_\_\_\_ Nickname: \_\_\_\_\_  
4) \_\_\_\_\_ Nickname: \_\_\_\_\_

Organization/Company: \_\_\_\_\_

Tel No/s.: \_\_\_\_\_ e mail address.: \_\_\_\_\_ Sender: \_\_\_\_\_