

# Indore Management Association

*Presents*

## *Module II – Evolution of Excellence*

### **Personal Assistant and Secretary Development Program**

**Saturday, May 14, 2011**



Keeping the director organized, on time, and on track is often a challenge, especially when you are not in charge. During this workshop, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more. Skills practice exercises are interactive, allowing participants to practice what they have learned in a fun, high energy environment. The Personal Assistant and Secretarial Development Program is an ideal workshop for those needing to improve their administrative assistant skills or for those looking for the extra business edge, in the competitive work culture.

#### **Topics to be covered in the practicum are:-**

- Super Assistant: What the Boss Expects (General traits of any boss and delicate handling)
- Minute taking Protocol and Meeting Management (Ex-for format for minutes recording)
- Styles and Different Kinds of Bosses (Types of bosses and how to adapt for optimal productivity)
- Tools of the Trade: Voicemail, Email, Memos, and so on (Exercises and language polishing)
- Professional Presence: Looking and Acting the Part (Conduct, etiquettes, positive response)
- Difficult Personalities and Difficult Situations: Dealing with Challenges and SRT (Situation reaction tests)
- Managing CST (Conflict, Stress & Time)-(Restricted to Models and exercises)
- Why should we listen when others do not (importance and exercises)?

## **Faculty for Workshop:-**

Lt. Col. (Retd.) Dr. V. K. Gautam, is Ph. D (Mgt), MBA (HR), LLB (Hons.), B. Ed, M. Sc. (Defense Studies), has a distinguished service in the Indian Army for 25 years. Presently, he is a Prof. & Group Director in Modern Group of Institutes. He has participated in war in Sri Lanka and CI Operations, as a part of IKPF for more than two years. A winner of professional and sports competitions, while in service and thereafter, wrote and published many papers on National and International subjects and there are more than 30 papers published to his credit, along with two books and 10 monographs in the last one decade. Col. Gautam has got experience of 15 years of teaching MBA students of different institutions at Indore and IGNOU. He is Counselor at IGNOU & ICFAI and guided many Major Projects.

**Time: 09.30 AM to 5.00 PM**

**Venue: Hotel Sarovar Portico,  
Treasure Island, M.G Road, Indore**

<b>Investment:</b>	<b>IMA Members</b>	<b>Non-IMA Members</b>
	<i>(Per Participant)</i>	<i>(Per Participant)</i>
	<b>Rs.1800/-</b>	<b>Rs.2400/-</b>

*\*Service Tax will be additional*

For More details about this workshop please contact

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**INDORE MANAGEMENT ASSOCIATION**

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