



Four-day Workshop on

Secretarial Practices

Objectives: At the end of the workshop Participants will be able to:

- Understand the role of a secretary and its importance.
- Acquire proficiency in secretarial practices in order to be more effective
- Develop an effective personality.
- Sharpen the secretarial skills to work more effectively with the management team.

Content:

- The role of a secretary in today's business environment
- Serving the internal and external customers
- Secretarial problems and duties
- Leadership and interpersonal relationships
- Effective business communication skills
- Public relations and external affairs
- Business letters layout style and planning 2000
- Report writing
- Negotiations
- Time management skills
- Office planning and control
- Office efficiency and productivity
- Meeting etiquette and social behavior
- Professional skills and office management
- IT for enhanced productivity

For whom:

Secretaries, Personal Assistants to Senior & Middle Management and those who are involved in public relations.

Methodology:

Lectures & Practical Sessions – **(Online)**

- ★ *We kindly request you to send us the, Names and Mobile Phone Numbers of the participating officers.*
- ★ *In-house training programmes can be arranged on your request.*

Skills Development Fund

Ministry of Education, Higher Education and
Vocational Education (Vocational Education Sector)

354/2, Nipunatha Piyasa, 7th Floor, Elvitigala Mawatha, Colombo 05.

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Date:

04th, 11th,
18th & 25th

May
2025

in

Online Mode

Duration:

Four days
(9.00a.m. to 4.00p.m.)

Course Fee:

20,000/=
(This includes Certificate for each)

Contact:

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