

Assistant Secretary certification course

Practical course - 11d - 77h00 - Ref. KSS

This certification cycle will enable you to master all the skills you need as an assistant, while positioning your role within the organization. You'll see how to save time in writing and managing your messages and meeting minutes. Finally, you'll discover the main functions of Microsoft's Office 2010 package to improve your day-to-day productivity.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Use the main office automation tools
- ✓ Implement the methods and tools of good organization
- ✓ Maintaining constructive relationships
- ✓ Improving the quality of written documents
- ✓ Efficient and relevant filing

Intended audience

This cycle is designed for assistants and secretaries.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Tests, written exercises; case studies; group analysis of results.

Teaching methods

The OOA course must be taken before the ASS course. CLA, CAT and PNR can be taken at any point in the cycle.

PARTICIPANTS

This cycle is designed for assistants and secretaries.

PREREQUISITES

No special knowledge required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

Course contents

This course consists of the following modules :

Useful, fast, efficient filing

Ref. CLA - 2 days

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Certification Assistant Secretary

Ref. KSY - 1 day

Course schedule

1 The job of assistant and secretary

- Position your role as assistant and secretary within the organization.
- Be a source of ideas and gain recognition in the organization's culture.
- Approach and basic tools for managing your activity: list activities and determine their degree of priority.
- Efficiently define priorities according to urgency and importance.
- Managing interruptions: telephone, unexpected visits and situations, changing priorities, distractions.
- Agenda management principles (paper and electronic). Managing your manager's diary.
- Organize professional meetings and events.
- Maintain effective relations with colleagues and management.
- Get a message across diplomatically. Use constructive criticism and know how to say no.
- Managing tension and conflict.

Hands-on work

Test organizational skills. Identify time thieves and find solutions. Setting priorities; building a day plan. Preparing a meeting. Case studies in conflict management.

2 Useful, fast, efficient filing

- Identify the key role of filing in information gathering and processing.
- Personal commitments and objectives.
- Streamline your workspace and reduce sources of stress linked to time and organization.
- Know the different tools for a global view: to-do list, concept map.
- Organize computer filing.
- Be rigorous in your choice of computer file names, and use email storage tips.
- Set up a classification system that everyone can understand.
- Archiving: document management, security procedures, file access control.
- Discover EDM.

Hands-on work

Difficulties encountered in document filing tasks. Self-assessment of the strengths and weaknesses of the current system. Action plan: formalization of the actions to be taken to develop a filing plan.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

3 Communicate effectively by e-mail

- Define your communication objective.
- Propose synthetic content.
- Message intent and message form.
- Structure your messages and organize your ideas into a plan.
- Opt for the right argumentation and prioritize your arguments.
- Adopt a relevant style and create clear, punchy headlines.
- Use tenses that convey the writer's assertiveness.
- Choose precise vocabulary adapted to the target audience.
- Manage your email: choose your recipients wisely. Identify the interlocutor's role.
- Store mail efficiently. Create folders and sub-folders.

Hands-on work

Define plans. Working on messages: subject, objective, structure, argument. Writing messages. Handling titles, phrases, tenses, vocabulary, etc. Apply techniques for optimizing messaging and email communications.

4 Taking notes and drafting meeting minutes

- What is note-taking? What are the roles of minutes?
- Take effective notes. Identify your objective: inform, explain... Understand your readers' interests.
- Practicing active and selective listening. Filtering information: essential and secondary messages, eliminating superfluous information.
- Mind maps as the main tool for note-taking.
- Abbreviate: create your own system of abbreviations. Use symbols and logical links between information.
- Build the structure of your report: choose a plan based on your objectives.
- Organize paragraphs. Writing a draft.
- Introduce the minutes (purpose, agenda, attendees, etc.).
- Write headings and subheadings. Write in short, clear sentences, adapting to the reader.

Hands-on work

Meeting simulation. Participants take notes and report back to the group. Collective debriefing. Participants draw up an outline for the minutes and a first draft, which is gradually transformed into the final minutes.

5 Make the most of Word, Excel, PowerPoint and Outlook 2010

- Getting to grips with the workstation.
- Word: create professional documents.
- Excel: mastering tables.
- PowerPoint: perfect your communication.
- Outlook: communicating effectively.

Hands-on work

Create a template document. Insert and present a table. Perform calculations, sort and filter. Efficiently create and edit a PowerPoint presentation. Customize Outlook display. Use message tracking tools and automatic rules. Organize your calendar.

Dates and locations

2026 : 1 June, 14 Sep., 7 Dec.

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