

Course : Assistant and secretary, the job

best practices

Practical course - 2d - 14h00 - Ref. ASS

Price : 1280 € E.T.

★★★★☆ 4,2 / 5

BEST

This training course will enable you to optimize the organization of your tasks through effective management of your time and priorities, while building solid relationships with your contacts and your manager.

Teaching objectives

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

- ✓ Managing time and organizing tasks
- ✓ Implement methods to improve efficiency by overcoming obstacles
- ✓ Plan tasks and activities according to job priorities
- ✓ Manage the impact of your contacts on your day-to-day organization
- ✓ Preserve your balance to be more productive by avoiding stress
- ✓ Optimizing time management in the workplace

Intended audience

Assistants and secretaries.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Practical, participative approach with self-diagnosis, application exercises, role-playing, experience-sharing and group analysis.

Teaching methods

Active teaching.

Course schedule

PARTICIPANTS

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.

1 Positioning in the organization

- Defining the function and its implications.
- The scope of the assistant's work.
- How to "manage your manager"?
- Make proposals.

Hands-on work

Mapping your position in the organization and your missions. Test "Manage your manager". Collective reflection on how to be a force for change.

2 Managing your business

- Its position in relation to time: associated, dissociated.
- Its orientation in relation to time: past, present, future.
- Binding messages: drivers.
- Defining objectives: the OURS method.

Hands-on work

Driver testing and collective reflection.

3 Get to know your "time thieves" and manage stress

- Definition, generalities (Fraisie's Law), statistics and consequences at work.
- Time disruptors: test and exchange.
- Stress management basics and tips.

Hands-on work

Nuage de mots avec les perturbateurs, test des voleurs de temps, test sur la chronobiologie et réflexion collective.

4 The diseases of time

- Chronophagy: letting yourself be interrupted all the time (solutions for the telephone, e-mails and people).
- Reunionitis: too many meetings (reduce, time, limit attendance).
- Lipophilia: handling urgent requests (Eisenhower's Law, DRAFT method...).
- Timedinitis: under- or over-estimation of the time needed for a task (Lois Hofstadter, Pareto, Parkinson and the NERAC method).
- L'ouite: tendency to say yes.
- Procrastination: putting things off until tomorrow (Laborit and Kotter's laws).

Hands-on work

Carte mentale sur l'interruption, définir ses priorités avec la matrice d'Eisenhower, liste de tâches à reclasser, test sur la capacité à dire non, échanges de techniques, réflexion avec carte mentale et échanges.

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.

5 Additional laws and methods

- The Douglas, Murphy and Illich laws.
- GTD and Pomodoro methods.
- Filing, optimizing organization, day planning.
- Digital aids.

Exercise

Test different time-saving applications.

Dates and locations

REMOTE CLASS

2026 : 11 June, 30 Nov.

PARIS LA DÉFENSE

2026 : 11 June, 30 Nov.