



**COURSE OVERVIEW SS0199**  
**Modern Secretarial Skills in Oil & Gas Industry**

**Course Title**

Modern Secretarial Skills in Oil & Gas Industry

**Course Date/Venue**

July 14-18, 2024/The Kooh Al Noor Meeting Room, The H Hotel, Sheikh Zayed Road, Dubai, UAE

**Course Reference**

SS0199



**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs

**Course Description**



***80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.***

This course is a very practical and proven approach to modern secretarial and administration skill development that covers a wide range of skills identified as essential for secretaries and administrative assistants to successfully contribute in the oil & gas companies.



The secretaries and administrative assistants are responsible for a variety of administrative and clerical duties necessary to keep office environments running smoothly. They serve as an information manager for an office, schedule meetings and appointments, organize and maintain paper and electronic files, manage projects, conduct research and provide information via the telephone, postal mail and e-mail.



They also may prepare correspondence and handle travel arrangements. They are often the first person customers and clients encounter upon entering businesses and other organizations, and therefore should have an outgoing personality and excellent customer-service skills.

The automation, new technologies and an evolving market place have led secretaries and administrative assistants to assume a wider range of new responsibilities within the oil & gas industry. In addition to the traditional tasks, secretaries can also provide training and orientation for new staff, conduct research on the internet, and operate and troubleshoot new office technologies. Mastery of modern secretarial and administration skills is vital to create an effective and healthy office environment that drives business growth.

### Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge and skills on modern secretarial in oil and gas industry including its functions, duties and responsibilities
- Determine the secretary's role in the modern workplace
- Recognize the necessary skills, administrative office procedures and abilities needed in the modern organization environment
- Develop the key secretarial and administration skills required by the modern organization
- Practice and improve key secretarial and administration skills before returning to work
- Produce drive to self-develop in secretarial practice
- Produce positive impact on each overall performance and the organization

### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

### Who Should Attend

This course provides an overview of all significant aspects and considerations of modern secretarial skills in oil and gas industry for executive secretaries, senior administrators, personnel clerks, administration officers, supervisors, personal assistants and other secretarial and administration support staff within the oil and gas industry.

### Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### **Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### **Certificate Accreditations**

Certificates are accredited by the following international accreditation organizations: -


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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.



**Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux**, PhD, MSc, BSc, PMI-PMP, is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of His expertise lies extensively in the areas of , **Project Management, Project & Contracts Management Skills, Project & Construction Management, Cost Estimation & Value Management, Project Planning, Construction Site Management, Inspection & Supervision, Conflict Management, Influence & Conflict Resolution, Conflicts Management & Motivational Techniques, Scheduling & Control, Engineering Design Management,**

**Infographic Design & Data Visualization, Leadership Skills, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management, Financial Administration, Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management and Project Communications Management.** Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master** degree in **Human Resource Management**, a **Bachelor** degree (with Honours) in **Industrial Psychology**, a **National Higher Diploma** and a **National Technical Diploma in Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Scrum Master Trainer** by the VMEdU, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.





**Course Fee**

**US\$ 5,500** per Delegate +VAT. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1: Sunday, 14<sup>th</sup> of July 2024**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>The Modern Professional Secretary</b> Introduction • What a General Secretary Is? • Types of Secretaries
0930 – 0945	Break
0945 – 1100	<b>The Modern Professional Secretary (cont'd)</b> The Benefits of Effective Secretarial Practice • How Would You Define this & Who Benefits?
1100 – 1230	<b>The Role of Secretary in a Contemporary Organization</b> Efficacy and Efficiency: What are they?
1230 - 1245	Break
1230 – 1420	<b>The Role of Secretary in a Contemporary Organization (cont'd)</b> Defining 'World Class' Customer Service • The Business Environment - Terminology, Practices
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2: Monday, 15<sup>th</sup> of July 2024**

0730 – 0930	<b>Communication Skills</b> Writing Business Letters/Memos/Reports • Communicate on Behalf of Your Manager • Welcoming Visitors & Clients • Handling Telephone Calls Efficiently & Competently • Personality Projection Through Telephone
0930 – 0945	Break
0945 – 1100	<b>Communication Skills (cont'd)</b> Quality, Clarity & Tone of Voice • Activity: "Self-Assessment" Complete a Self-Assessment Questionnaire • Result Establishes the Individual's Assertiveness Skills & Ways to Improve if Required • Overcoming Communication Hurdles (Methods to Win Over Difficult People) • Listening Skills - Listen To a Common Childhood Story & Check Your Listening Skills With a Short Questionnaire
110 – 1230	<b>Effective Oral Communication</b> Principles of Effective Oral Communication • The Message Chain" & Distortion - Exercise
1230 – 1245	Break
1245 – 1420	<b>Effective Oral Communication (cont'd)</b> Jumping The Gun – The Written Word – Exercise • Listening Skills – Exercise
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two





**Day 3: Tuesday, 16<sup>th</sup> of July 2024**

0730 – 0930	<b>Organization &amp; Professionalism - Organizational Skills</b> Organizing Yourself and Your Environment - Organizing Daily Tasks • Organizing Meetings - Meeting Preparation, Taking notes & Writing Minutes, Tele Conferencing • Organizing Travel Arrangements - Reasons for Travel, Travel Essentials • Beyond the Expected - Surpassing Your Manager's Expectation • Time Wasters/Savers
0930 – 0945	Break
0945 – 1100	<b>Organization &amp; Professionalism - Activity: "Self-Assessment"</b> Complete a Self-Assessment Questionnaire; Result Establishes the Individual's Time Management Skills & Introduces Some Easy to Implement Changes to their Work Day • Managing Time & Setting Priorities - Processes, Prioritizing, Goal Setting, Decision Making
1100 – 1230	<b>Organization &amp; Professionalism - Information Management</b> Researching Information Using the Internet - Where, How? • Filing Techniques & Record Management - Simple, Quick & Easy to Apply
1230 – 1245	Break
1245 – 1420	<b>Organization &amp; Professionalism - Ethics &amp; Professionalism</b> Safety & Security • Confidentiality • Social Do's & Don'ts • Stress & Conflict in the Workspace
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4: Wednesday, 17<sup>th</sup> of July 2024**

0730 – 0930	<b>Front Office Skills</b> Assertiveness Skills • Discover Methods to Win Over Difficult People • Gain Knowledge of the Business Environment
0930 – 0945	Break
0945 – 1100	<b>Front Office Skills (cont'd)</b> Define the Quality, Clarity & Tone of Your Voice • Enhance Your Listening Skills • Project Professional Image of Yourself & Your Company
1100 – 1230	<b>Time Management Skills</b> Efficient Time Management Processes • Prioritize Your Workload to Ensure Deadlines • Set Realistic & Achievable Goals
1230 – 1245	Break
1245 – 1420	<b>Time Management Skills (cont'd)</b> Make Your Own Decisions • Implement Practical Methods to Help You Plan Your Day • Organizational Skills
1420 – 1430	Recap
1430	Lunch & End of Day Three

**Day 5: Thursday, 18<sup>th</sup> of July 2024**

0730 – 0930	<b>Basic Operation &amp; Maintenance of Office Equipment</b> Personal Computer • Printer • Scanner • Photocopier
0930 – 0945	Break
0945 – 1100	<b>Basic Operation &amp; Maintenance of Office Equipment (cont'd)</b> PABX System • Mobile Phone • Fax Machine
1100 – 1230	<b>Windows Environments</b> Word Processing (MS Word) • Spread Sheets (MS Excel) • Presentation Development (Power Point) • Database Management System (MS Access) • Graphic Designing • Internet





1230 - 1245	Break
1245 - 1345	<b>File System Management</b>
1345 - 1400	<b>Course Conclusion</b>
1400 - 1415	<b>POST-TEST</b>
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course

**Practical Sessions**

80% of this highly-interactive course is hands-on practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



**Course Coordinator**

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