

### **7.3 OFFICE ETIQUETTE: ADVANCED COURSE FOR SECRETARIES**

This is a finishing course for secretaries who want to improve their personal and office image.

- Personal Profile Development
- A SWOT-analysis of the self
- Managing an efficient office
- Marketing skills
- Client service
- Verbal and non-verbal messages
- Assertiveness
- Voice techniques
- Interactive skills
- How to read and treat clients