

# Empowering your executive or business assistant

Give your Executive/ Business Assistant the opportunity to be exposed to time management, problem solving, business writing and communication skills to empower them to work independently, and more importantly, to become the first line of defense against the innumerable distractions in supervisor's everyday work life.

Participants will engage in practical activities and be given tools and templates applicable to their daily jobs.

## Who should attend?

Personal, business assistants, administrative assistants, office managers and support staff.

2 days

CCIFS, Belgrade  
Svetogorska 7L

## COURSE OUTLINE:

### Module I

- Assistant as a support to business organization

### Module II

- Efficient office systems and routines

### Module III

- Effective business communication

### Module IV

- Telephone etiquette

### Module V

- Time management

### Module VI

- Problem solving in relations you vs. boss/ Co-workers

### Module VII

- Stress management

### Module VIII

- Business dress code

\*\*\* Language: serbian

## DATES & TIME

October 24&25th, 9.00 a.m. - 5.00. p.m.

## FEES

Members: 290 € / Non-members : 350 €  
( mid exchange NBS rate on the day of request plus VAT)

\* Refreshments and lunch meals included

\*\* 10% discount for every additional participant from the same company

**About the facilitator:** Svetlana Nikolic has completed a BSc organizational engineer-master in HR management. She held more than 500 training days in business development. Svetlana has over 20 years of experience in developing and managing various programs and strategies in the area of human resources for both domestic and multinational companies.

*References:* Nelt, Lafarge (Serbia, Hungary, Slovenia), Banka Intesa, Delta M, Delta Broker, Tetrapak, Hypo banka, Roche, Siemens IT Solutions and Services, Hewlett Packard, Raiffaisen bank, Pharmaswiss, Microsoft, Verat net itd.