



## **Secretarial Practices**

### **Objectives:**

- Understand the role of a secretary and its importance.
- Acquire proficiency in secretarial practices in order to be more effective.
- Develop an effective personality.
- Sharpen the secretarial skills to work more effectively with the management team.

### **Content:**

- The role of a secretary in today's business Environment
- Serving the internal and external customers
- Secretarial problems and duties
- Leadership and interpersonal relationships
- Effective business communication skills
- Public relations and external affairs
- Business letters layout style and planning 2000
- Report writing
- Negotiations
- Time management skills
- Office planning and control
- Office efficiency and productivity
- Meeting etiquette and social behavior
- Professional skills and office management
- IT for enhanced productivity

### **For whom:**

Secretaries, Personal Assistants to Senior & Middle Management and those who are involved in public relations

### **Methodology:**

Lectures, discussions and group activities

**Dates** : 09<sup>th</sup>, 10<sup>th</sup>, 16<sup>th</sup> & 17<sup>th</sup> February 2026

**Duration** : Four days

**Medium** : English / Sinhala

**Venue** : SDFL Auditorium

**Course Fee** : 25,000/= Per Participant (This includes Lunch, Refreshments, Writing materials & Certificate for each)

**IN-HOUSE TRAINING PROGRAMMES CAN BE ARRANGED ON YOUR REQUEST**

Apply to – Ms. Sanduni Nimasha  
(Programme Coordinator)

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