

The Professional Secretary

volume 1

Communication Skills

The Professional Secretary contains, in two volumes, all the core skills that are needed by any secretary seeking promotion or a move into management. These practical and comprehensive texts will meet the varied needs of secretaries who want to

- make more of their jobs;
- acquire skills that will help them achieve executive secretary/PA standard;
- break through the 'glass ceiling' and into management.

By following the practical guidance in these two volumes you will enhance your work, gain greater enjoyment from your efforts and increase your chances of promotion.

VOLUME 1: Communication Skills

This first volume is concerned with achieving effective communication skills. It covers key areas of proficiency such as meetings, minutes and agendas, using the telephone, persuasive writing and assertiveness.

'The unmissable practical secretarial training book for building up your written, telephone, meetings and person-to-person communication skills, in a refreshingly lively and digestible read – a must for all secretaries'

Onay Faiz,
former editor *Office Secretary* magazine

John Spencer is the Managing Director and specialist trainer/lecturer at APW Training Ltd. **Adrian Pruss** runs an independent management consultancy. Both have extensive practical knowledge of training and of personal and professional development.

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CASSELL

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John Spencer
and Adrian Pruss

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