



# Enhancing Managerial Competency

Career Path & Ongoing Learning:  
- Valedictory Address

# The Expectations from the Program - Part1



- Time Management
- Effective Communication skills
- Productivity enhancement
  - Planning & Organizing
  - Prioritizing
  - Multi-tasking
- Conflict Management
- Change Management
- Assertiveness
- Motivating others

# The Expectations from the Program - Part2



- Changing role of a secretary
- Career path
- Obstacles for growth in this role
- Becoming more beneficial for the organization
- Using our strength and capabilities to get more opportunities
- Meeting, interacting with other participants
- Learning new practices in other organizations

# Competence - The Definition



- “The state or quality of being properly or well qualified” - The American Heritage dictionary
- “An underlying characteristic of a person which results in effective and/or superior performance on the job” - Klemp
- “A cluster of related knowledge, skills, and attitudes that affects a major part of one’s job, that correlates with performance on the job, that can be measured against well- accepted standards, and that can be improved via training and development” - Parry

# Competence Mapping - The Need?



- People have to know about their respective ...
  - Roles
  - Key Competencies
- Address people needs:
  - What is expected of my role?
  - Where am I on skills?
  - What are the gaps?
  - How to improve on skills?
  - What are possible future roles?

# Competence Mapping for "Executive Secretary" role



Skill Type	Skill	Weightage
Core Technical/ Functional Skills	Productivity Tools Knowledge	15%
	Business Knowledge	25%
	Coordination	20%
Ancillary/ Supporting Skills	Verbal Communication	10%
	Written Communication	15%
Organizational Skills	Process Implementation	5%
	Innovation	5%
	Knowledge Management	5%

# Lets look into the Future



- What would you be doing?
- What existing competencies would you leverage?
- What are the key new competencies needed for the job?

Transitioning from being an Executive Secretary to an Executive Assistant

# Key takeaways



- Key additional competencies for higher roles
  - Business understanding
  - Strategic thinking
  - Planning & Budgeting
  - Building & Leading Teams
  - Initiative/rain-making
  - Soft skills
  - Managerial skills
- Your current role is an ideal place to start