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SECRETARIA BILINGÜE EN SISTEMAS DE INFORMACION**

**TEMA:**

**CHARACTERISTICS A MULTIFUNCTIONAL SECRETARY  
SHOULD HAVE IN ECUADORIAN COMPANIES**

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## ABSTRACT

This project describes the characteristics, responsibilities and duties of a multifunctional secretary, the organizational skills to apply at office, the effective communication with clients, boss and co-workers. As it is well known, a secretary has an important role in a company through the assistance to the bosses in office tasks in which concentration is compulsory to do a good job. The secretary is the first person in the company who has to interact with clients and as any person must show values, courtesy and social skills.

To be a good multifunctional secretary does not consist just on dealing with different activities but the way in which these are carried on.

## DECLARACIÓN EXPRESA

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## TABLE OF CONTENTS

INTRODUCTION .....	I
STATEMENT OF THE PROBLEM .....	I
BROAD OBJECTIVE .....	I
SPECIFIC OBJECTIVES .....	II
STUDY OF PLACE .....	II
STATEMENT OF HYPOTHESIS .....	III
THEORETICAL AND PRACTICAL IMPLICATION OF THE RESEARCH .....	IV
LITERATURE REVIEW .....	VII
BACKGROUND .....	VIII
METHODOLOGY .....	IX
1. A MULTIFUNCTIONAL SECRETARY VERSUS A REGULAR SECRETARY .....	1
1.1 The secretary .....	1
1.2 Types of secretary .....	2
1.3 Differences between a multifunctional and a regular secretary .....	7
1.4 Ethic secretarial .....	8
1.5 Secretary's role and responsibilities .....	10
1.6 Characteristics of a good secretary .....	11
1.7 The secretary as an accounting assistant .....	12
2. AN ORGANIZED, SOCIAL SECRETARY .....	14
2.1 Organizational skills .....	14
2.2 Steps to become organized .....	15
2.3 Good working relationship with the boss .....	17
2.4 Good working relationship with the colleagues .....	19
2.5 Ways to make a good impression at work .....	21
2.6 Enjoy your work .....	23
3. EFFECTIVE INTERPERSONAL COMMUNICATION IN THE WORKPLACE ..	25
3.1 The communication .....	25
3.2 Effective office communication .....	26
3.2.1 Office communication on telephone .....	27
3.2.2 Effective electronic communication .....	27

3.3 Types of communication .....	28
3.3.1 Types of communication based on communication channels.....	28
3.3.2 Types of communication based on style.....	29
3.4 Ways to improve communication skills.....	30
3.5 Top 5 keys to successful workplace communication.....	31
4. RESEARCH ON THE SECRETARIAL FIELD.....	33
4.1 A brief view of the companies surveyed .....	33
4.2 Introduction.....	34
4.3 Objectives .....	35
4.4 Statement of the problem.....	35
4.5 Theoretical framework.....	36
4.6 Methods .....	36
4.7 Hypothesis .....	36
4.8 Design .....	37
4.9 Samples.....	37
4.10 Data collection .....	38
4.10.1 Results of the Analysis .....	38
5. CONCLUSION.....	45
6. RECOMMENDATION.....	45
7. ANNEXES.....	46
7.1 Survey data .....	46
8. BIBLIOGRAPHY.....	47

## INDEX OF GRAPHS

### 4. RESEARCH PAPER ON THE SECRETARIAL FIELD

4.1 Graph. The age average of the secretaries.....	38
4.2 Graph. The company gave the secretaries a duty manual .....	39
4.3 Graph. The company has rules to be performed .....	39
4.4 Graph. The secretaries who perform the company's rules .....	40
4.5 Graph. The communication in the company is professional and friendly .....	41
4.6 Graph. The secretaries apply organizational skills in their: work, daily life or both .....	42
4.7 Graph. The Junta de Beneficencia de Guayaquil secretaries consider themselves a multifunctional or a regular secretary .....	42
4.8 Graph. The Corasa secretaries consider themselves a multifunctional or a regular secretary .....	43
4.9 Graph. The Profeinsa secretaries consider themselves a multifunctional or a regular secretary .....	44
4.10 Graph. The secretaries consider themselves a multifunctional or a regular secretary .....	44

## **INTRODUCTION**

The main reason for having selected this topic is to inform all secretaries about the main tasks they have to carry out in a company and to make people and bosses aware on the fact that the secretary is an essential element in any company.

To be a multifunctional secretary is not an easy work; it demands a lot of activities in the office with effectiveness and efficiency. That could be very stressful, but the secretary has to know how to deal with that too. We could not forget that the place we work is like our second home where we stay the most of our time and we must feel comfortable in it.

## **STATEMENT OF THE PROBLEM**

Some secretaries do not know which the main duties and responsibilities they have to accomplish. Their responsibilities differ depending on the company, but sometimes it is assumed that the secretary must know them; some people think to be a secretary is an easy job, but they are wrong. It is an important job where you can learn about the different activities which should be done by a responsible and qualified person.

When a secretary is interviewed, the description of the duties and the responsibilities, are asked for; a secretary would show in which the expertise is, and specify to work in different departments. A good example of this, a secretary who has taken special training on accounting, or human resources; make clear the evidence on the performance of different tasks.[Galal Ahmed]

## **BROAD OBJECTIVE**

Through this paper I intend to compile information about what a multifunctional secretary should be like. People who plan to pursue this career should try to focus on the typical assigned duties and qualities a good secretary has in order to carry out a quality job. This objective is for secretaries to know what their role is, and people to be aware that a

secretary is very important in any company to help project a good image and to be in charge of daily duties and diverse tasks.[Lothar Sean,2002]

### **SPECIFIC OBJECTIVES**

The objective of each chapter is to provide the necessary information for secretaries and people about what the secretary's role, duties and responsibilities are, as well as the qualities she has to possess.[Andrew Littlejohn, 2002]

The first chapter objective is to inform that there are multifunctional secretaries and regular secretaries in which the first has to deal with varied activities and the second has limited tasks. But in general, this work will deal with the ethics secretaries have to show, the relationship they must have with their boss and co-workers and the secretary's added value.

The second chapter contains the organizational skills and time management of daily activities. This chapter will describe steps to become an organized secretary and will describe how in recent years the secretary's responsibilities have undergone a vast change, especially the ones of a multifunctional secretary, who needs to work on different projects at the same time. Each project will have different objectives and even different deadlines.

The third chapter refers to the adequate communication with the boss, partners, and some tips for better communication, letting us know the importance of these duties and the effectiveness of communication at the workplace.

The fourth chapter contains information compiled through research I did about the role, duties of a secretary, and the company environment.

### **STUDY OF PLACE**

My project is being developed in a time where the secretary no longer has limited tasks because the secretary's duties have extended to more relevant tasks on professional and

managerial fields. This project will be used like a guide book to secretaries who are already working and to high school students who want to become a Bilingual Secretary.

### **STATEMENT OF HYPOTHESIS**

I think the secretary constantly has to study, takes courses to develop and gains more knowledge about the secretarial career. In some cases the company where the secretary is working in, provides courses to train its personnel. The secretary as any professional person can take a Degree of Bachelor to give more value to the secretarial career.

Proactive modern management requires a secretary, who in addition to their personal qualities should have good character, treatment, personality, behavior, responsibility, commitment, attention to be capable of operating various tasks, be assertive, with a high self-esteem and above all, with basic knowledge of administrative management required to support the manager when is necessary.

Secretaries should also apply their creativity, properly handle the tools of modern technology, and facilitate the operation of their leaders. They must also be proficient at knowing English, which is the business international language, not only at a basic but at an administrative level.

I pretend to demonstrate that this research paper will help the secretaries to clarify their roles, the responsibilities they have with themselves and with the company. The secretaries will be interested in reading this research paper because it will provide some important advices to get part of the success in the life and let them know how a person can form a good teamwork. I would like secretaries show people they can become multifunctional secretaries to have more opportunities in life. This research paper also will help to improve the velocity of reading in the English Language.

## **THEORETICAL AND PRACTICAL IMPLICATION OF THE RESEARCH**

### 1. Theoretical Implication

In the past, approximately 30 years ago, every middle manager in a large corporation would have a secretary working for him or her. Nowadays, office automation has eliminated many secretarial jobs. For instance, managers now use e-mails to send and receive correspondences, and they get their phone messages through voice mail. There is less paper to file because so much information is stored on computers.

In most modern, automated offices, one secretary provides services for several managers. Those who work for only one or two managers are usually given additional responsibilities. They may be given tasks that formerly were done by administrators. The tasks vary with the type of office and the special skills of the secretary such as taking shorthand, filing papers, and writing letters. A Human Resources Director Secretary might administer and score tests or check applicants' references. In some offices experienced secretaries are given the same responsibilities as administrative assistants. The duties of a secretary vary depending on organizations size.

### Practical Implication

It can be clear that the secretaries perform several office tasks within one job. They do word processing and data entry. They may take shorthand, file papers, answer telephones calls, schedule appointments, and handle mail for their employers.

Most of the time, multifunctional secretaries are employed by business, professional, government, and nonprofit organizations. Certainly, a very good

professional prepared secretary could perform tasks which are done by an experienced administrator.

The activities of the secretary depend of the department and the company. There are multifunctional secretaries in small firms and in large organizations. In some cases, the large organizations apart from the secretary, it has an assistant to help the secretary with the daily duties in the company.

## 2. Theoretical implication

Secretaries generally must have high school education. Many employers prefer to hire graduates of administrative support schools. Business executives may prefer applicants with secretarial training. Typing or word processing skills of at least sixty-five words per minute are often required for jobs in big cities. Shorthand skills are no longer needed for many secretarial jobs. A basic knowledge of computers is increasingly required. Employers usually provide training for their particular equipment and programs. Communication skills are also valuable on the job.[Marion Grussendorf, 2005]

### Practical Implication

Up to now, It is very important to learn shorthand both in English and in Spanish to be a Bilingual Secretary because it helps a lot when your boss or bosses dictate you any resolution or letter which she/he want to type; the velocity to type must be essential to the secretary. Some secretaries used mini tape recorders, but what about when during a talk it gets broken, or the battery died. And you do not have the shorthand skills. Would you ask your boss to stop until you as secretary find a new battery or get a new tape records?

### 3. - Theoretical Implication

According to the U.S. Bureau of Labor Statistics, 2.6 million secretaries were employed in the United States in 2004. The number of secretaries employed was expected to increase more slowly than the average for all occupations through the year 2014. Employment opportunities for legal and medical secretaries were expected to be much better than those for general secretaries. Many general secretary jobs will be lost as offices continue to update their technology and more and more secretarial duties become automated.

#### Practical Implication

The secretary that organizations are seeking today must have knowledge about administrative skills, and has to possess an added value, such as to know about the tasks of Accounting Department, how to do the role payment, calculate the benefits, etc. A secretary in a small firm may advance to office manager or transfer to a more responsible job in a larger organization. In large firms good secretaries may be given more administrative responsibilities. They may become administrative assistants. Some take college courses in administration and progress to entry-level management positions.

The technology has facilitated the running of secretarial duties, however I think the secretary will be indispensable in a company. Although the secretarial career does not have much demand, companies search for professional secretaries and with a good amount of experiences in similar jobs.

## LITERATURE REVIEW

In 1870 Sir Isaac Pitman founded a school where students could qualify as shorthand writers to "professional and commercial men." Originally, this school was only for male students.

In the 1880s, with the invention of the typewriter, more women began to enter the field because type papers were seen as a simple work for men, and many of them did not want to enter because the wages were low. Since 1914 World War I, the role of secretary has been primarily associated with women because the ability and words a woman had to write and type a document. The evolution of women in the office has had impact on the development of women's rights in all areas of professional life. Before the advent of the typist most women were working in shops, factories or domestic service.

In an effort to promote professionalism amongst United States secretaries, the National Secretaries Association was created in 1942. Today, this organization is known as the International Association of Administrative Professionals (IAAP) The organization developed the first standardized test for office workers called the Certified Professional Secretaries Examination (CPS). It was first administered in 1951.

In 1952, Mary Barrett, president of the National Secretaries Association, C. King Woodbridge, president of Dictaphone Corporation, and American businessman Harry F. Klemfuss created a special Secretary's Day holiday, to recognize the hard work of the staff in the office. The holiday caught on, and during the fourth week of April is now celebrated in offices all over the world. It has been renamed "Administrative Professional's Week" to highlight the increased responsibility of today's secretary and other administrative workers and to avoid embarrassment to those who believe that "secretary" refers only to women or to unskilled workers.

A number of annual awards competitions seek to recognize the importance of secretaries within organizations, including The Best Secretary on Tyneside Award organized by Pitman Training in the North East of England.

## **BACKGROUND**

The secretary is probably the most universal symbol of the presence of women in the businesses. They bring to this traditionally male field, the heat, the intuition and the elegance typical of females, contributing from the modern business to community humanized. It engages in itself, the closely participation in the technologic development, economic and cultural life of modern society. It is often said that the secretary is the first image of the institution to outsiders: both for those who come to the secretary, as well as for those who stay away, through correspondence and telephone too.

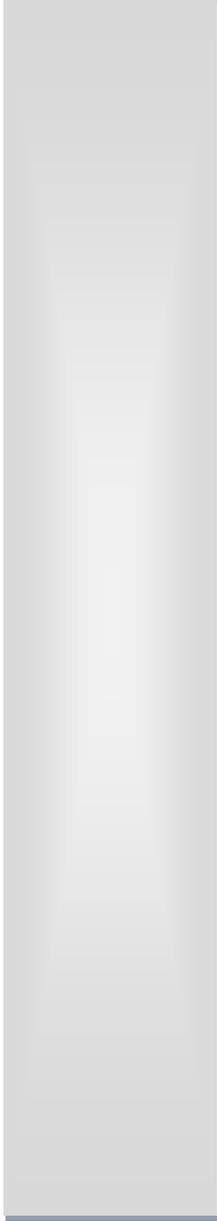
Being a secretary is a profession rather than a trade, much more than just a springboard to reach out to another position, and so much more than a hobby. It is an important position, otherwise newspapers every day and everywhere would not be seeking a number of highly qualified secretaries. We see the secretary as a promoter, an entertainer, a coordinator, an executive, as an assistant to close and active in major decisions.

Definitely, companies must have the input of human resources well-defined to define an efficient secretary's role in which basic features to be highly operational are required, in addition to its technology, finance, production, excellent training, development, integration, productivity, membership, organizational culture, commitment, responsibility to collaborate with management towards achieving the objectives.

Precisely, within this team we cannot ignore the role that represents the executive secretary, partner management dynamics, to whom the secretary must assist in order to support actions, roles and responsibilities.

## **METHODOLOGY**

One of the methods used in this research paper was Constructive Research, which develops solutions to a problem. Secondary research was also applied, which consists on summary, collation and/or synthesis of existing research. This method was applied researching information about the secretary in the Internet. Exploratory research is the other method used on this paper, which structures and identifies new problems. Exploratory research helps determine the best research design, data collection method and selection of subjects, so it often concludes that a perceived problem does not actually exist. Primary research was also used, which refers to collection of data that does not already exist. Surveys to some secretaries in public organizations and private organizations were also conducted.



## CHAPTER I

### **A multifunctional secretary versus a regular secretary**

## **A multifunctional secretary versus a regular secretary**

### **The secretary**

Through the years, the secretary has not had clear about her/his role in a company. The secretary has to handle some important responsibilities and duties which could optimize the boss work. It is well known that working as a secretary is not the easiest thing in the world. It consists of concentration and dedication to become a good secretary.

I want to start this chapter defining the etymology, the origins on what a secretary is. [Occupation Article, 2008]

As the secretary's etymology I found that the term "secretary" is derived from the Latin word *secernere* which means "to distinguish" or "to set apart," the passive participle (secretum) meaning "having been set apart," with the eventual connotation of something private or confidential. A secretarius was a person, therefore, overseeing business confidentially, usually for a powerful individual (a king, pope, etc).

The origin of the secretary was first related with the men. Since the Renaissance until the late 19th century, men were involved in the daily correspondence and the office activities, obtaining the title of secretary or "clerk", but with the time the women got involved to this charge too because the facility of activities and since then the demand to be secretary is more for women.

Like many titles, the secretary was applied to more and varied functions. Leading to compound titles to specify various secretarial works, like General Secretary, Financial Secretary or Secretary of State. A secretary is a person, whose work consists on keeping files, operating telephones, typing letters and other clerical functions. These functions may be entirely carried out to assist one other employee or may be for the benefit of more than one employee. In other situations a secretary is an officer of a society or organization who deals with correspondence,

admits new members and organizes official meetings and events. New words were also coined to describe the secretary as personal assistant.

In conclusion, the secretary is an administrative assistant who performs several office tasks within one job in Business Office Administration. If companies did not have secretaries, total chaos would take over. I think all secretaries have a main mission in public or private companies, which is to represent very well the company they work in.

### **Types of secretary**

Due to the secretary's activities, there are different types of secretaries as Administrative Secretary, Executive Secretary, Legal Secretary, Office Secretary, School Secretary, Litigation Secretary, Medical Secretary, Real Estate Secretary, Unit Secretary, and Church Secretary, etc.

A secretary must be very attentive, be stickler for details otherwise she could face many troubles. From my own professional and good experience, I worked at SOLCA as a medical secretary and I usually had direct contact with the patient's family I had to be very courteous with them at the same time I had to be concentrated in my duties such as: answering telephone calls, entering in the data base the patient's reports, do memorandums and certificates upon request, etc. That seems very stressful and of course it is, but with the experience daily, you become more efficient in the duties you have to perform. In this chapter we are going to know about some types of secretaries which certainly are in companies.

1. Administrative Secretary
2. Executive Secretary
3. Legal Secretary
4. Office Secretary
5. School Secretary
6. Litigation Secretary

7. Medical Secretary
8. Real Estate Secretary
9. Unit Secretary
10. Church Secretary, etc

### 1. Administrative Secretary

A variety of clerical and administrative duties are performed by administrative secretaries to run an organization proficiently. The tasks of administrative secretaries include planning and scheduling appointments and meetings, managing projects, organizing and maintaining paper and electronic files, conducting research and distributing information by using mail services, telephone, e-mail, web sites. Generally administrative secretaries work in hospitals, schools, government agencies, corporate settings or medical and legal offices. Their jobs involves sitting for long periods.

### 2. Executive Secretary

The executive secretary, also called administrative associate or assistant, has to perform numerous administrative duties. Generally, the duties of an executive secretary are associated to correspondence, such as the typing out of letters, as some of them work for mayors, city managers, department managers, or other officials in the city government structure, they also are responsible for representing the officials at events or meetings. The skills required for the job of an executive secretary are on organization, logistics, excellent verbal and written communication, and being able to perform multiple tasks.

### 3. Legal Secretary

A legal secretary works in the legal profession specially assisting lawyers. They are also called as executive assistants or administrative assistants. Apart from the typical filing, dictation, typing and phone answering responsibilities, a legal secretary should possess specialized skills unique to the legal profession. Most of the legal secretaries get opportunities

in law firms. However, the government, corporate legal departments, the judiciary and public interest firms also employ legal secretaries.

#### 4. Office Secretary

Office secretaries use various office equipments to perform certain tasks. They use photocopiers, fax machines, videoconferencing, scanners and use computers to perform certain tasks that are previously handled by managers and professionals, like managing database, composing correspondence, and writing reports, documents and creating presentations using digital graphics and desktop publishing software. Also, they have to examine and maintain the equipments, purchase supplies, negotiate with vendors and manage areas such as corporate libraries or stockrooms.

Now, most of the office secretaries provide orientation and training for new staff, operate new office technologies and conduct research on the Internet.

#### 5. School Secretary

At most of the schools, secretary plays a key role of communication with variety of people. The school secretary would come into contact with teachers, parents, pupils, school governors, social workers, careers and education welfare officers, some of the duties of the school secretary include providing administrative support in school, taking care of administrative details, handling school communication, and scheduling appointments. This makes the secretary an excellent source of information for parents. If the school is smaller a school secretary has to perform some extra school business management duties like responsibility for finance.

#### 6. Litigation Secretary

Litigation secretary works in various office environments. We refer to a government agencies, legal firms, real estate companies, courts, and legal aid departments. As a litigation

secretary you will be expected to communicate with judges, court administrators, clients, judicial workers, law firm partners and other law firm staff.

The secretary of litigation must be communicative, organized and a master of time management. The duties performed by litigation secretary include answering phone calls, typing, working with briefs, filing, setting up appointments, and motions and pleadings.

#### 7. Medical Secretary

A medical secretary is a person who generally works in a medical office or hospital doing highly specialized secretarial responsibilities. The medical secretary is responsible for scheduling appointments, handling correspondence, compiling medical charts, reports, helping doctors in writing speeches, reports and articles, arranging for patients hospitalization and ordering supplies. Thus to serve as a medical secretary you just not only possess large amount of skills but you should be a good communicator.

#### 8. Real Estate Secretary

Real estate secretary can work in the real estate division of investment banks and perform certain special duties. The duties include: processing expense reports, arranging meetings, coordinating travel itineraries, and making, drafting and editing several real estate documents, purchase and sale contracts, leases.

The administrative support is provided by a real estate secretary to attorneys and other legal professionals; the secretary has to communicate well, to be well organized and to have an eye for detail.

#### 9. Unit Secretary

Unit secretaries can get job opportunities in some places as hospitals, clinics, mental health institutions, schools, dentists and doctor's offices. A unit secretary has to deal directly

with the patients therefore he or she must be able to answer questions, resolve problems, schedule appointments, discuss billing, and direct referrals.

As the medical secretaries, a unit secretary must have excellent secretarial skills with some basic medical knowledge and good public relations.

#### 10. Church Secretary

A good secretary is important in a church setting. A church secretary is the first person the public sees or talks to; welcome people making them feel a part of the body of Christ. The job description of a church secretary will vary considerably from church to church but many of the key tasks are similar as: answering the phone and printing off the weekly newsletter or bulletin.[J Carter,2010]

There is, however, one key thing for you to know before you undertake the role of secretary or administrator, and that is whether it is God's calling for you. In a recent publication for new church staff, I found the following quote:- "above all, it is essential to know that your work is part of God's work and forwarding His work in the Church and in the locality".

If you are confident that God is asking you to work for Him in this way, then you can be assured that "when God calls, God supplies". When God supplies, He supplies fully; not just half-way or sparingly. That applies just as much to the people and office skills we need, as to the finance that we may often consider when we talk of God's calling and supply.

To summarize, for all tasks you do, be reasonable and try to distinguish the importance and urgency of them. Start your day with dealing with the matters which have some deadlines and were asked to be done by your boss. After everything is successfully done, you can get down to less important things. One of the things the secretary has to keep in her mind is: do not accumulate work.

### **Differences between a multifunctional and a regular secretary**

Being a multifunctional secretary is an essential element for companies more than a regular secretary; however both secretaries, multifunctional and regular secretaries' activities have to be considered by all the people. It is the reason I would like to start telling you some main differences, the opportunities as well as the common aspects they have among them.

There are some main differences between a multifunctional secretary and a regular secretary. First; a multifunctional secretary has to deal with activities which have to be completed in an effective and efficient way, for example: attending meetings, producing flyers, making travel bookings, etc. Second; a multifunctional secretary has to do plenty of responsibilities such as: telling to the boss about the meetings scheduled at time, verifying if all is prepared for meetings. Finally the multifunctional secretary has to train the new members of the company letting them know the company's mission and vision. On the other hand, a regular secretary has limited tasks which we can mention: typing, making telephone calls, filing documents, attending meetings.

There are several opportunities a multifunctional secretary has and most of the time a regular secretary does not have. One of those is that a multifunctional secretary could supervise other secretaries. For example: If they are punctual in their offices, if they are well groomed with their uniforms. Sometimes, the boss gives the secretary the authority to make important decisions, for example signing a contract already analyzed with any company. The multifunctional secretary could be promoted for many reasons: First, for being an excellent secretary. Second, for getting along on the rest the departments' functions. And finally for the seniority the secretary holds. As a multifunctional secretaries used to deal with different activities, they could replace another person in the company. They differ from a regular secretary, who has fewer opportunities to be

promoted, to be employed from any company because they do not have the enough characteristics of a multifunctional secretary.

A multifunctional secretary and a regular secretary have something in common. They have to liaise with clients; this includes handling difficult situations with them. The secretaries have to hear very patiently to clients, identify their problems. For instance, when somebody has a problem listen to it and then paraphrase it to let them know that you understand what they are saying. Second, give alternatives to solve their clients 'problems. Finally the secretaries have to remember an important point: *the goal is to come to an understanding with the clients, not to win a confrontation.*

In conclusion, after taking everything into consideration, I think the secretaries must be effective and efficient in all their activities so they have to be well recognized for their work.

### **Ethic secretarial**

The ethics of a Secretary and Office Professional are moral principles relating to the job that you will be bound by. These requirements are automatically taken on board when you accept any position as a Secretary or Office Professional and you will be expected to uphold them at all times. With the complexity of Company Laws and the rationalization of business into larger groups of companies, the position of the company secretary in relation to the affairs of the company has evolved from being a mere servant to a much more important person in a company. The multifunctional secretary is now, a recognized officer of the company with greater responsibility and authority which demands ethical conduct among company and the secretary all time. Here is a summary of the main moral principles a secretary has to follow:

Confidentiality - Always keep information private and confidential about the firm you work for and its clients. Never repeat sensitive information even if you are in a discussion where everyone is wondering what is happening and you know.

Honesty - Do not take credit for something you did and do not let someone else enjoy the credit for something you did. Always tell the truth so you will be more credible with both your boss and fellow workers.

Loyalty - Always be loyal to your boss and company. Never sell them out at any cost. However, having said this, your boss also has to prove that a secretary is worthy of the boss' loyalty. If you display your loyalty you will receive the same in return.

Reliability - Show you are reliable. Be punctual for work and meetings and remember, always take the relevant documentation with you to the meetings. Do not abuse your sick days; you never know what your future holds in relation to your health. Ensure every task you are given is completed on time.

Responsibility - Prove you are responsible by setting priorities and carrying out tasks in a timely manner, your boss puts his/her confidence in you. Do not delegate if the job cannot be done as efficiently and accurately as you would have done it. If you delegate, check that the project is on time. Do not just forget about it because someone else is doing it.

Cooperatively.- Be cooperative, assist and share your expertise with your colleagues wherever it is possible, be happy to carry out duties asked to you....but also know when to say 'No' (gently) and explain why you can not do the task asked to you.

Flexibility – You work until 5:00 pm, and your boss needs an important report typed and faxed immediately - do it! The best jobs are where you have a 'give and take' arrangement because you just never know when you may want an hour off for an emergency.

To summarize, it is necessary to incorporate the above ethics in your role and both your boss and your work colleagues will respect you as a person and your position as a secretary. I think the secretaries and the people have to know these qualities to form a good group work in the company and in the society.

### **Secretary's role and responsibilities**

In many times, the role of an executive secretary is to do almost everything the boss does. Sometimes they are practically running the company; they are able to know what the bosses want without even asking them. Why? Because, the secretaries learn how to make decisions and they can make those decisions. A secretary's role therefore is to keep information about meetings, contacts and feedback loop intact at all times. The following information would clear your doubts about the role and responsibilities of the secretary. [DIYCommitteeGuide,2010]

The Secretary is responsible for:

- ✓ Ensuring meetings are effectively organized and scheduled.
- ✓ Maintaining effective records and a good administration in the office.
- ✓ Upholding the legal requirements of the organization's governing documents.
- ✓ Handling with communication and correspondence.

#### **1. Ensuring meetings are effectively organized and scheduled include the following duties:**

- Coordinating with the Chair to plan meetings.
- Receiving agenda items from committee members.
- Circulating agendas and reports.
- Checking that agreed actions are carried out.

#### **2. Maintaining effective records and a good administration in the office include the following responsibilities:**

- Keeping up-to-date contact details (i.e. names, addresses and telephone numbers) for the management committee.
- Filing minutes and reports.
- Compiling lists of names and addresses that are useful to the organization.
- Keeping a record of the organization's activities.

- Keeping a diary of future activities.

### **3. Upholding legal requirements include the following:**

- Acting as custodian of the organization's governing documents.
- Checking quorum is present at meetings.
- Ensuring organization's activities with its objects.

### **4. Handling with communication and correspondence includes the following duties:**

- Responding to all committee correspondence.
- Keeping a record of any of the organization's publications (e.g. leaflets or newsletters).
- Reporting the activities of the organization and future programs to members, the press and the public.
- Preparing a report of the main organization's activities of the year for the Annual General Meeting.

To end up, given these responsibilities, the secretary often acts as an information and reference point for the Chair and other committee members: clarifying decisions; confirming legal requirements; and retrieving relevant documentation.

### **Characteristics of a good secretary**

The secretaries have to hold some important characteristics in the company because they usually interface between all the departments, customers, vendors and information flow. The Secretaries will carry out with some office duties and may also take a greater role in the day-to-day administration of the organization so the secretary is the person who supports and assists the managers as well as the directors of the company, due to this; the secretary must has these characteristics.[DIYCommitteeGuide,2010]

A good secretary will:

- be well organized, with an orderly mind;

- be methodical, with a good eye for details;
- bring objectivity to the proceedings;
- deal promptly with correspondence;
- be able to take accurate notes of meetings;
- make sure members receive all the necessary material;
- bring the necessary material to the meeting;
- work well with the Chairperson;

Finally, the secretary is one of the most important people in the whole company. So, whatever you do, honor this position. The secretary also knows a lot about how the organization works, much more than anyone would ever imagine, can make an organization a success or increase the risk of failure.

### **The secretary as an accounting assistant**

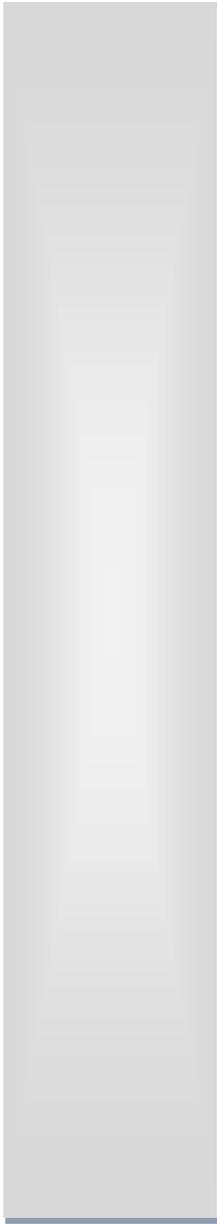
The secretary as an accounting assistant should know the meaning of accounting subject and some tasks she has to achieve. First of all, Accounting is a systematic recording, reporting, and analyzing financial transactions of a business, it allows a company to analyze the financial performance of the business and look at statistics such as the net profit. The accountant assistant supervises, performs varied and responsible accounting clerical work in support of either accounts receivable, payroll or accounts payable activities, utilizing a computerized financial management software system as the MONICA, SAFI program which compiles, analyzes, reconciles, and verifies general financial and statistical data. [Investor Words.com,2010].

The following duties are indispensably applicable in the Accounting Department.

- ✓ Processes daily revenues including job deposits and payments.
- ✓ Processes job orders by reconciling deposits, verifying cost estimates.

- ✓ Controls job orders; distributes labor, equipment and material costs; reconciles computer reports and customer invoices.
- ✓ Reviews and processes employee medical, dental and life insurance invoices and safety shoe allowances.
- ✓ Works with internal and external customers to resolve job costing or accounts receivable issues.
- ✓ Reviews and matches invoices, made reports, and purchase orders, contacts purchasing or department staff regarding invoicing problems.
- ✓ Reconciles and maintains various expenditures and bank accounts.
- ✓ Maintains and processes work through a computerized financial management software system.
- ✓ Assists accounting staff by researching and summarizing financial information.
- ✓ Performs a variety of general office support tasks, such as maintaining files, typing letters, proofreading, copying, collating and answering telephone inquiries.[Jorge Ortiz,Ing.2009]

To summarize, as you notice, the main function of the accounting department is to analyze the financial performance of a business; it refers to the results of a firm's policies and operations in monetary terms. As you probably know the secretary not only could work in the administrative department, if she has knowledge of accounting, she could apply to an accounting assistance charge. [ACWD,2008].



**CHAPTER II**  
**An organized, social secretary**

## **An organized, social secretary**

### **Organizational skills**

Do you complain about lack of time to complete the multiple projects that you have started at your workplace? Do important documents and work material get lost in the clutter at your desk regularly? If yes, it is time that we learn certain organizational skills that will help us in doing our work efficiently. This chapter will give us some knowledge about organizational skills at work, its importance, its function, the ability included, as the time management, and the prevention/solution. [H. Long, 2010]

Organizational skill at workplace, is one of the most important skills which is necessary to become a good employee. Most of us need to work on different projects at the same time where each project will have different objectives and even different deadlines, an unorganized person may get confused among the different projects, which may have undesirable consequences, so that the company may suffer heavy losses and the person may lose the job. I think the solution to do one's work efficiently at office is by becoming an organized person.

The function of the organizational skills is to help you to deal with multiple things. It creates structure and eliminates chaos. Essentially they help you focus on what necessities have to be completed. Project managers, for example, need a high level of organizational skills to manage the different components of a large scale of projects and to shepherd it through its various stages. In the life, as in business, multiple events occur alongside, for example, planning for the holidays may happens at the same time as managing household finances, decorating, daily tasks and work.

Time management ability is a vital component of organization. The ability to identify tasks that will take longer than others and to make the time to accomplish them is important to

success academically, personally and in the workplace, in some cases you can prioritize the activities, listing it in a particular order based on urgency, deadlines or just the alphabet. You have to keep a time for ordering things so remember: "everything has its place and everything in its place." Put pens where they go so when you need one, all you have to do is reach for it and it is there.

To conclude, organizational skills are vital to our personal and professional life. If you are a disorganized person, and cannot find files or documents which are important to you and to the company, try to put these steps into practice and you will notice a big change. Remember: With them you could save time, avoid losing things and complete your activities in an effective and efficient way.

### **Steps to become organized**

As it is experienced in real life, a person could realize the importance of following some organizational steps. When I did the internships at the Environmental Minister on April 2009 for 6 months, I noticed my boss always arrived happy but in a moment she got annoyed and I did not understand; I asked myself why she usually got annoyed, but then I realized that she could not find some files in her clutter desk. Why she usually could not find her needed things? The organization is the answer to this question. We will see some steps to become organized which we could mention: Organize the clutter desk, organize information, plan your work, and manage time.

Many people have their desks piled with different types of files, papers, office materials, etc. It becomes easy to lose valuable files and documents, due to this, the person may spend half of working time in searching things; Hence, the first step to organize your work is to clean up the clutter. It is important to file papers and documents into appropriate files regularly, every single thing should have a specific place, and it should be put back into

that place after its use. In this way, you would not have to waste your time in searching for something, rather when all the things are readily available, you will actually be able to work faster and complete your work on time.

There are various organizational methods to sort the information. As at the work place, you will have to deal with various documents containing important information, you have to put these documents into files; you can use the three binders or the color coding method to sort out all the crucial information. Even if you are using the computer, assign a separate folder for different data files to avoid wasting time searching for the correct information. To sum up you can think of a different way of organizing your information which you find comfortable.

Planning is another important organizational step in the workplace. Once you have cleared your desk up and sorted all the information, the next step is to plan your work. Before you start your day at the office, it is important to plan each and every aspect of your work; however, there are many people who think that organizing and planning is a tiring and time-consuming process. But, what they do not realize is that planning their work will give a general idea on what they have to do throughout the day. You can make a list of things that you have to do, prioritize as per their importance, and accomplish them.

The next important organizational step is time management not only in the work place, but also in our everyday life. There are many people who regularly complain about not having time to finish their work, so it is not possible to change the amount of hours that have a day, we could finish our work by properly managing the available time, it is necessary to plan well about how you are going to spend your day. In this way, you will be able to accomplish your work on time and sometimes before time.

Last of all, there are lots of ways for learning organizational steps in the workplace which for each person is actually different. What we have to do is to find the way which suits us the best and once we have learned it, surely it will help our life and career in a positive way.

### **Good working relationship with the boss**

Having a good working relationship with your boss might be based on some pieces of advice. The relationships that we create and manage, with both our immediate boss, and other company employees, are critical for our work success and career progress. Our boss is likely to be the most important person to form a good relationship at work, do you agree?, well, I am going to detail the main pieces of advice mentioned before which will help you to develop a positive, ongoing, supportive relationship with your boss.

Save your boss time with the daily routine matters. First you need to be aware of what the role of your boss in the company is. For instance, what are his/her responsibilities, if he or she is in charge of a department or some departments, what decisions your boss is authorized to take. Second you will need to learn how your boss works: what correspondence, telephone and personal enquiries he/she would like you to refer to, or whether your boss prefers to take his/her calls at certain times of the day. Finally, when you schedule at least a weekly meeting, you have to be prepared with a list of what you need.

Avoid bothering your boss. As you learn more about the way your company operates and the role of company personnel, you could avoid some questions such as: Who is the main boss in the company?, Which is the role of each department?, Which are the strong and weak clients? With this information you will answer more and more of the routine enquiries to the correct officer.

Familiarize yourself with company policies. As soon as you enter to work in any company try to comply with the company's rules. For example: you have to know if the personnel complaints should be put in writing or your boss will deal with them verbally or by telephone calls or in some companies the personnel have to do silent all the time and others more rules that you will be able to deal with.

Take the initiative before your boss gives you an order. Many companies have an organization's manual which includes the mission, vision, policies of the company and the job positions description, it contains the tasks of each member of the company, ask if there is one and read it to know about the activities you have to do and the responsibilities you have, if one doesn't exist, develop one as you learn the job and you will find it very handy when you need to train other staff.

Identify what your boss worth of an employee. Does your boss like frequent formal or informal communication?, Your boss' preferences are important and the better you understand them the better you will perform them.

Know your boss' moods, reactions and why he or she was promoted. If your boss regularly reacts the same way to you in some situations, explore what he/she fundamentally likes or dislikes about your proposals, it is important you appreciate that your boss was promoted because your organization found good aspects of work, actions and management style worthwhile so we have to remember that promotions are usually the result of effective work and successful contributions. These are also a helpful approach to communicate more effectively with him/her.

To sum up, we will sometimes disagree or experience an emotional reaction with our boss's relationship, it is important to be aware of the fact that our boss has more authority and

power than we do, but we always have to remember we can not let nobody treat us bad, so try to follow these pieces of advice and you will notice a great difference in your boss's relationship.

### **Good working relationship with the colleagues**

Your relationships with your colleagues are important. As a first point I would like to emphasize that good workplace relationships can help you do your job better, they can make it every day enjoyable, in other hand bad relationships with colleagues can distract you and can turn it into a *nightmare job*. As a second good point I am going to describe these resources for a good relationship with your colleagues. [Dawn McKay,2010]

Respect your colleagues and avoid some actions which may offend the people you work with. Respect is the foundation of all good relationships, including those you have with your colleagues, is for this reason that you could not put in practice these attitudes.

- ✓ Having loud telephone conversations
- ✓ Showing up late for meetings
- ✓ Looking at a co-worker's computer screen over his or her shoulder
- ✓ Taking supplies from a co-worker's desk
- ✓ Neglecting to say please and thank you
- ✓ Chewing gum loudly
- ✓ Talking behind someone's back
- ✓ Asking someone to lie for you
- ✓ Blaming someone else when you are at fault
- ✓ Taking credit for someone else's work
- ✓ Telling offensive jokes
- ✓ Smoking in any area

- ✓ Complaining about the company, boss, and co-workers

Do not discuss topics that could make your colleagues uncomfortable. Many people consider these topics very personal and prefer to leave them out of the workplace such as: religion, politics, sex, family's problems, and health problems.

#### 1. Religion

You should not discuss your religious beliefs or your thoughts about other religious beliefs at work. Religion is a very personal issue and people are very sensitive about it. They do not want to hear that you disagree with their religious beliefs or that you believe your religion is the one in which everyone should believe.

#### 2. Politics

This is another sensitive issue, particularly around election time. While you may feel very strongly about your political party or candidate, or have negative views about the opposition, you should not try to win your co-workers over to your point of view.

#### 3. Problems with your husband, your children, or your parents

When you discuss your personal problems with others, your co-workers and your boss may wonder if those problems are distracting you from doing your job. You do not want to do this, especially if you are in a position of authority

#### 4. Your health problems

You will not give your co-workers and boss reason to wonder if an illness will keep you from doing your job. Of course, serious health issues that will take time out of your work must be discussed with your employer.

Do not spread malicious gossip. There are two kinds of gossip you could encounter at work. One kind is the office gossip, which consists of spreading not confirmed and confirmed company news. The other kind of gossip is spreading untrue and true private information about other peoples' lives. Before you act on something you hear, confirm that it is true.[Dawn Rosenberg McKay,2010]

Be very careful about telling even a trusted coworker anything that you would not want everyone to know. You whisper something to the person next to you and that person whispers what he or she thinks you said to another person and so on then the last person in the chain says it aloud so at last the first person in the chain then repeats the original sentence which of course is quite different, as a result your secret has been discovered. Keep in mind the previous point that your words may get mangled.

In conclusion, keeping an eye on these pieces of advices you have a guide to avoid and do some kinds of actions that may offend people or they may feel important for you. As a life commandment is very important we keep in our mind that we have to respect all people: parents, children, bosses, co-workers to be respected too.

### **Ways to make a good impression at work**

People get a job not only by their knowledge but also by their personal presentation. It takes just a quick glance, maybe three seconds, for someone to evaluate you when you meet for the first time. In this short time, the other person forms an opinion about you based on your appearance, your body language, your demeanor, and how you are dressed, it is important that you make a good impression at work because your boss may give you more responsibility which can lead to promotions and raises. Here there are some ways to make a good impression at work. [Dawn Rosenberg McKay, 2010]

1. Be on time

Be on time is the first step in creating a great first impression. Someone you are meeting for the first time is not interested in your "good excuse" for running late; you have to plan to arrive a few minutes early because it allows flexibility for possible delays in traffic or taking a wrong turn.

2. A winning smile

A warm and confident smile will put both you and the other person at ease. "Smile and the world smiles too", there is nothing like a smile to create a good first impression but do not go overboard with this – people who take this too far can seem insincere and smarmy, or can be seen to be "lightweight".

3. Be open and confident

Use your body language to project appropriate confidence and self-assurance. Body language as well as appearance speaks much louder than words, stand tall, a smile, eye contact, greet with a firm handshake, all of this will help you project confidence and encourage both you and the other person to feel better at ease.

4. Use proper office etiquette

Using good manners will help you make a good impression with your boss and also your co-workers. Office etiquette includes when, where, and how you may use your email, cell phone while at work.

5. Face up to your mistakes

When you make a mistake at work face up to it, do not ignore your error or place the blame on others. Take responsibility and come up with a solution to fix your mistake.

#### 6. Dress appropriately

Make a good impression at work by wearing the right clothes. You should dress the right way for the "role you are playing", with a suit, blazer, and casual attire. If you want to be a leader at work, dress like one.

#### 7. Represent your company well at business meetings

When you represent your employer at a business meeting, making a good impression on other attendees will in turn help you make a good impression on your boss.

To conclude, trusting yourself is the central and the most important thing you need to make a good impression, but it is important you know that for getting a good job depends on many factors such as: your knowledge, attitude, and personal presentation.

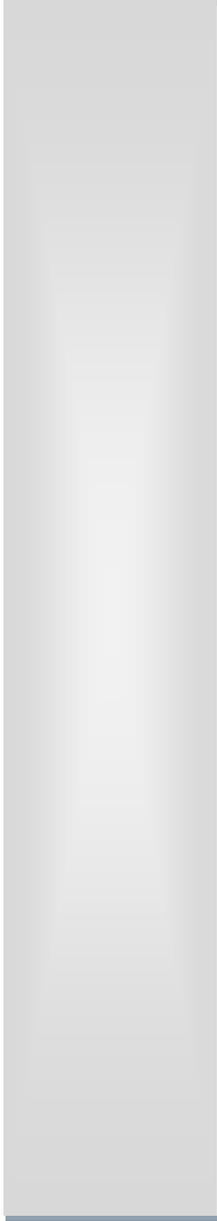
### **Enjoy your work**

We should enjoy the work that we do. Though monetary reward, it is very important, people enjoy it because they would be most efficient in their activities. Are you counting the days until the end of your working week?, you have to transform your job into a wonderful service, if you do not enjoy your work, it would be a negative point to the Organization. So here are a few tips that will tell how to enjoy the work that we do.[Robert Ashton, 2010]

- Be comfortable – you spend a lot of time at work so why not create a comfortable environment? This is particularly important if you spend a lot of time at a desk.
- Be sociable – however busy you are, spare time to talk to others. Networking with others keeps your life in perspective; it also allows you to bump into new opportunities.
- Be ethical – do not deviate from your personal values.
- Be helpful – try to surprise one person a day by doing something unexpectedly helpful.

- Be healthy – consider private medical insurance so you can get those niggling health problems sorted out quickly.
- Be adventurous – try new things, although not too many at once, do not get stuck in a rut where work becomes tedious and you find yourself yearning for the weekend.
- Be mobile – you can change the scenery by moving your office each certain time, it may both avoids the build up of clutter and also stops you getting bored with the view.

Consequently, sometimes you feel overwhelmed, stressed out, and discouraged by going to work or dealing with multiple or few activities in the workplace. Try to ENJOY it! with concentration in each activity you do, it would help a lot to improve your efficiency and effectiveness in your job.



## CHAPTER III

### **Effective interpersonal communication in the workplace**

## **Effective interpersonal communication in the workplace**

### **The communication**

Experts agree that establish a good communication is one of the keys to being successful in today's competitive job market. As first point, it is important to remark that a good communication can deal with work issues as they arise, it would be an elemental factor in a company. We could mention two important components for successful interpersonal communication which we must have in any conversation or written communication and some simple reminders that can work for us in our lives.[Donna Reynolds, 2002]

One of the most important components for successful interpersonal communication is clarity. People need to be able to understand what you are saying. This may seem obvious, but it is surprising to see how many people tend to think that excessive language makes them appear more intelligent and/or important. People have to know that, the conversation either in person or by phone must be spoken clearly. Another advice could be, before you pick up the phone to make a call, your points must be organized and you must be ready to answer possible questions. If you notice that the person to whom you are speaking does not understand what you are saying, ask for clarification, that means ask if the person has questions or needs extra explanation on any of the points that you have raised.

Another component for successful workplace communication is to be direct in both verbal and written communication. When you are talking to a co-workers, make your point quickly and be direct because they may begin to tune out before you even get to the point of the discussion. In writing, this is even more important because writing instructors routinely teach that the purpose of the communication should be addressed in the first paragraph particularly by e-mail, it is important because many people use preview pane to gauge the nature of an email. If the subject is clearly stated in both the subject line and first paragraph,

the e-mail is more likely to be read. In both verbal and written communication you have to consider people's time and their points of view as separate emotion from intellect.

You have to choose your words carefully, and avoid using an accusatory tone. While a conversation is a fleeting thing, written documentation is on the record, and can be referred to in the future. Your words, once written, become part of a permanent record. In the case of an email, read and reread it before you send it to avoid sending something that you will later regret.

Never respond angrily or in haste to an e-mail. Sometimes it is better to allow a "cooling off" period before responding. Remember, everything that you write leaves an impression, and the goal should always be leave a positive impression. Be careful of using offensive language. Many people spend more time with their co-workers than with family members. There is sometimes a thin line between what is acceptable and what goes over the line. No matter how friendly you are with others.

To conclude, remember that first, this is a work environment and there may be people who are offended by something you may say or even infer. Conduct yourself in a professional manner in all aspects of your business dealings and treat others with the same respect that you expect from others. That way, you will never have regrets, or worse, jeopardize your position within the company.

### **Effective office communication**

Communication is an integral part of daily life and plays a major role everywhere. First of all I could mention the effective communication in the office, this should be concise and on time, these are key factors in the success of an office. Office communication includes the communication between the employees as well as business talks with the clients of the

company, which could be: personally, by telephone or electronic mode of communication.

The interactions between company employees determine the work environment and organizational culture.[Manali Oak,2010]

Let us see some forms of office communication and ways to make the communication effective:

#### Office communication on telephone

A telephone talk is quite impersonal, as it does not involve a face-to-face communication, gestures and facial expressions do not exactly support communication, in brief, while speaking on phone; remember to start the conversation by introducing yourself. It is important to clear up who you are and the purpose of your call.

Just as some tips I could set these; keep your conversation brief and precise, make your point without wasting much time because you are not visible to the person who receives your call. In the case you need to leave a message for the person to reply, leave your phone number with a short statement., on the hand remember to return the calls you have received, they could be urgent. So it is better to reply to the unanswered calls. To close up the phone conversation, be polite and give your best wishes for the day.

#### Effective electronic communication

E-mails help in case of language barriers and accent problems. They lack the audio component, making them even more impersonal: of course, you need to be careful in writing because by electronic communication puts your expression into black and white. Do not respond to emails without considering the effects of your response. Think before you write! Forwarding options in e-mails should be used carefully.

In general, you will have different ways of communication at office. Remember that office communication influences your office work, thereby affecting the organization as a whole. Most business deals are done by phone, contracts are signed on the electronic media, thus making these ways of communication, key players in business, so learning how to effectively communicate is the need of the day. This time you will be equipped with the tips to effective office communication.

### **Types of communication**

Communication is a process that involves exchange of information depending on the communication channel used and the style of communication. It involves a sender who encodes and sends the message, which is then carried via the communication channel to the receiver where the receiver decodes the message, processes the information and sends an appropriate reply. It is very important to say the right things at the right time and at the right place when dealing with partners, customers and stakeholders. On the next paragraphs, I am going to detail some types of communication based on channels and style of it. [Uttara Manohar,2010]

Types of communication based on communication channels. The process of communication can be broadly classified as verbal communication and non-verbal communication. Verbal communication includes written and oral communication whereas the non-verbal communication includes body language, facial expressions and visuals diagrams or pictures.

- **Verbal communication**

As I said early it is further divided into oral and written communication. The oral communication refers to the spoken words; it can be either face-to-face communication or a conversation over the phone or on the voice chat over the

Internet. Spoken conversations or dialogs are influenced by voice modulation, volume and even the speed and clarity of speaking. The other type of verbal communication is written communication. It can be either via letters, or emails. The effectiveness of written communication depends on the style of writing, vocabulary used, grammar, clarity and precision of language.

- Nonverbal communication

It includes the overall body language of the person who is speaking, which will include the body posture, the hand gestures, and overall body movements. The facial expressions also play a major role because they on a person's face say a lot about his/her mood. On the other hand gestures like a handshake, a smile or a hug can independently convey emotions. Non verbal communication can also be in the form of signboards, or even photographs, sketches and paintings.

Types of communication based on style. There are two types of it such as: formal and informal communication. Formal communication has a distinguish vocabulary in any speech and it is more used in the workplace with our boss and partners. Informal communication is more used in the conversations with our family and friends. Anyway, the two forms are used by people depends of the occasions.

- Formal Communication

This style of communication is very formal and official. It includes all sorts of business communication such as: official conferences, meetings, written memos and corporate letters, it can also occur between two strangers when they meet for the first time. Hence formal communication is straightforward, precise and has a stringent and rigid tone.

- **Informal Communication**

It denotes communication which does not follow predetermined guidelines. As first point it builds relationships among two people who have a similar wavelength as staff members, friends and family; for example: two office workers chatting in the hallway about their weekend activities falls under this category, whereas a prearranged office meeting would be considered a type of formal communication. However, both formal and informal communication is found in an organization.

To conclude, communicating effectively helps group members to build trust and respect, foster learning and accomplish goals. Written, oral and body language are important tools for sharing ideas, feelings and commitments.

### **Ways to improve communication skills**

Practicing good communication skills is really important in every period of life. It can help you to get a good job offer, to create a better impression about yourself, to overcome your basic complexities, which you may face in certain situations, you can stand out in a crowd and it can help you to improve your relationships as well. There are some ways you can improve your communication skills such as: listen and observe, think before you answer etc. Without effective communication skills, a person may find it impossible to climb up the corporate ladder.

Here are some effective ways to improve communication skills

- Look people around you who make easy and effective conversations so you could share many ideas with them. Be a good listener is one factor that is often overlooked.
- Take a few moments before you respond to anything. Whenever you listen to the person opposite you, take time to think before you pass any judgment on what is being said.

- Think about your positive points when you start off a great conversation. This will help you overcome the initial hiccups especially if you are going to give a speech in front of a large audience.
- Develop your sense of humor. Use it as an effective way to improve your communication skills to make any conversation light and fun to be in! Remember you must not hurt other's feelings in any possible way.
- Avoid pretending that what you say is always right. It probably may create a certain barrier in any conversation; listen to the other viewpoints before you judge anything.
- Using the right kind of body language. A good conversation can be more effective when you combine it with the right posture and when you sit and stand up, it would be in an erect position and have a firm handshake.
- You should have a polite manner of talking; it can help you to gain the respect of others.
- Ask questions that would urge others to speak as well. To get other people interested in your conversation, this will help them to open up and you can have a great time talking about various topics.

Thus, we can see how effective communication skills help anyone to connect with others in every moment of the daily life. This will help you to build successful relationships that would create a feeling of harmony and also increase productivity at work. Remember, that having good communication skills is not just to be the dominant speaker, it is also about how you get others interested enough to participate in the conversation with you.

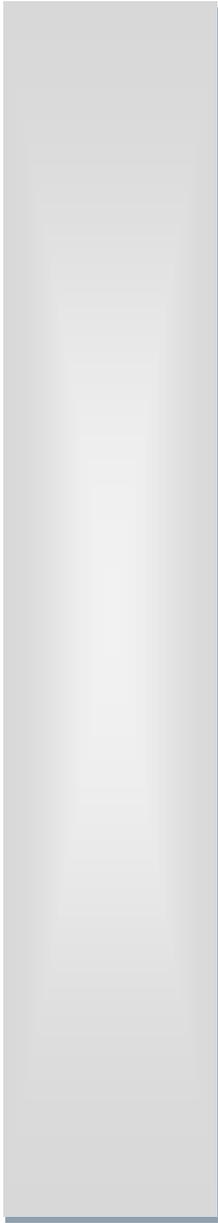
### **Top 5 keys to successful workplace communication**

Poor workplace communication skills will have negative affects on your business relationships such us misunderstandings, lack of information; it could become a source of a

conflict. On the other hand, good communication skills will enable you to establish better working relationships, is for that reason these 5 keys will help you unlock the door to successful communication not only at work, but also in all your relationships. [Harriet Meyerson, 2005]

1. Personal contact. People relate to one another better when they can meet in person and read each other's body language, so they can feel the energy the connection creates. If personal contact is not possible, the next best way to connect is by talking on the telephone.
2. Develop a network. Make an effort to become friends with people in different departments within your company, meet new people in your community, and look for experiences or interests you have in common with them.
3. Be courteous in your communications with others. The words "Thank You" show that you appreciate a person's efforts. Try saying, "would you please..." instead of just, "Please..." You will sound less dogmatic.
4. Be consistent and clear in your workplace communications. Consistency builds trust. Asking, "Did I explain this clearly?" will assure that people understood what you said.
5. Listen to what others are saying and show interest in the conversation. Listening demonstrates respect and admiration.

In brief, good communication helps us to many things for example: to ensure a friendly and free-conflict working environment, to solve problems and thus prevents it from getting aggravated. We need to be well prepared to communicate with our boss or co-workers, if it is necessary to have a proper document with the points you want to communicate.



**CHAPTER IV**  
**Research on the secretarial field**

## Research on the secretarial field

### A brief view of the companies surveyed

To write a research paper is necessary to get real information. It would be possible by doing surveys or interviews to a selected group of people, depends on your research paper topic, in my case it is for secretaries. I would like to tell that I had the opportunity to do the surveys to the secretaries of three prestigious companies which are: Junta de Beneficencia de Guayaquil which is a public Organization; Corasa and Profeinsa, which both are private companies. It is elemental to get raw data for giving to any report more value.

Before presenting the research report I would like to present a short overview about each company surveyed.

The first organization surveyed was Junta de *Beneficencia de Guayaquil*. It has 123 years approximately working for our community, has been in charge of the maintenance and improvement of hospitals, mental hospitals, cemeteries and Guayaquil Institutions.[Junta de Beneficencia de Guayaquil Building,2008]

The second company surveyed was Corasa, *Corporación Automotriz*. It leads the distribution of Mitsubishi-Fuso vehicles and Tatu marchesan agricultural machineries of different models in Ecuador.[Corasa Company,2010]

The third and the last company surveyed was Profeinsa,*Provedora Ferretera Industrial S.A.* It provides equipments against fire, industrial safety and diverse materials of hardware.

Fortunately, I had a document which certified I was taken my graduation subject and I needed to get raw information to do my thesis, which helps to ask for permission to do the surveys in each company. I could say it was a nice experience because all people treated me

very well and I did not have inconvenient in the process of doing the surveys neither analyzing the results.

### **Introduction**

In this modern life, any kind of secretary has to handle with some important responsibilities and experiences. First of all, the secretary has to develop technical-linguistics skills for oral and written communication in any company she stays. As a second point a secretary has to administrate correctly the resources of an office and simplify the duties with diverse software tools. In my first job I had as a secretary I could put in practice these responsibilities and had some experiences in which I could project aptitudes in my functions to be able to coordinate, give advice, conduct and form working groups.

I would like to tell one of my good experiences I had in my first job.

On August 2010, I was hired by SOLCA Institution to fill in a Gastroenterology Service's secretary Leticia Vásquez for four months. The first week as a medical secretary was a little difficult for me, I could notice, it was a position which demands a lot of concentration. I had four bosses, from which my immediate boss was Dr. Ernesto Paladines. However, I had to assist all of them at the same time. The second week the Gastroenterology Service's secretary took her vacations and since then I could experience by myself the duties of a multifunctional medical secretary in an effective and efficient way, as you have already read on this material a medical secretary is expected to perform some specific duties which I remind them here:

- ✓ Fill in the medical histories of the patients.
- ✓ Manage the medical database.
- ✓ Manage the INTRANET by codes.
- ✓ Maintain patient files and charts actualized.
- ✓ Handle phone calls, e-mails and business correspondence.

- ✓ Schedule appointments of the doctors and remember them.
- ✓ Do medical office procedures
- ✓ Know medical terminology.

To conclude, I think professional and non-professional people for reaching the success, we have to pursue our goals and constantly have to train ourselves. I am very happy to have replaced Leticia, the secretary of Gastroenterology department because I could put into practice my secretarial knowledge, the organizational skills I have learnt and I could find good people who helped and taught me a lot.

### **Objectives**

The objectives of this report were mainly to demonstrate if the duties of a multifunctional secretary are likely to be carried out in both public and private companies and if the secretary has a manual of their activities given by the Company.

### **Statement of the problem**

Some secretaries do not receive duty manuals, which are very important for any company, because it provides the appropriate information to each position. At the beginning it can help us to know which our responsibilities are.

As I could notice, the three companies surveyed have rules which the employers and employees must perform as part of the company's members. Nowadays there are more multifunctional secretaries than regular secretaries who apply organizational skills in their work and in the daily life. I think you should not limit to duties and goals, if you can do more duties than normal, you can do it; it is good you can collaborate doing other activities.

The environment inside the companies is very important because it sometimes influence in your work, it must be social, friendly so you can work very well.

### **Theoretical framework**

Being a good secretary means to be dedicated, focused and organized. The secretary has become an indispensable part of any team who certainly want to perform a good job, if you do a good job all the time, your role as a secretary will be more secure and interesting.

In some cases the secretary has to take the initiative; of course any employee has to wait for instructions from their superiors but in some cases your boss imagines not having to leave instructions for you as secretary because you already know what to do. Secretaries who hesitate to put their best foot forward is certainly a productive one at the job.

If your secretary comes to work on time, this is actually a strong indication that he or she is very serious about the job. It shows that your secretary worth his or her position a lot. This quality should be seen in a productive secretary.

### **Methods**

The methods I used for this research were: exploratory, qualitative, and quantitative. The exploratory method structures and identifies new problems; based on it I found some problems that has a secretary , that was my guide to create the questions in the surveys. The qualitative method is a written summary of the results analyzed, which includes from the low percentage to the high percentage of the answers and the secretaries opinion of some questions. The last method was quantitative, which results analyzed are represented by graphs with the shape of a ring.

### **Hypothesis**

In the world of corporations, it is inevitable for secretaries to play very important roles in the successful operations of a company.

Reading and visualizing this research report of the multifunctional secretary's duties will help the secretaries to develop skills to be more effective and efficient in their jobs.

With the surveys did, I would like to find more multifunctional secretaries than regular secretaries so it is a good example to be one and learn general activities which are done in the company.

### **Design**

This research report was a non-experimental design because the data I collected is real; I collected the data by doing surveys, this survey contains six questions based on five topics which are: if the secretaries have received or have not received a manual duties, if the company have provided them or not rules which the personnel have to perform, what kind of communication in the company there is, if they apply organizational skills in their lives and finally if they consider themselves a multifunctional or a regular secretary; you could visualized the [survey](#) in the annexes section. After that I analyzed the raw data collected, then I had to clear and simplified results, the information was represented into graphs.

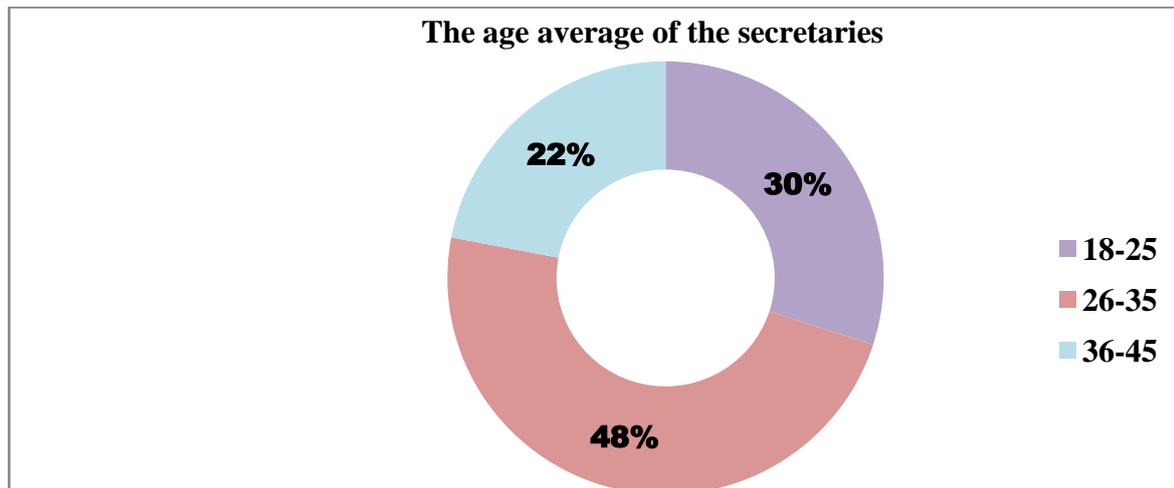
### **Samples**

To do my thesis, I investigated on the Internet in some web pages about the secretary and gathered different opinions about this great position. I conducted surveys on the secretaries of three prestigious companies to compile real information and then to be able to analyze it to get results to assess and consequently reach a conclusion aligned to my objectives.

## Data collection

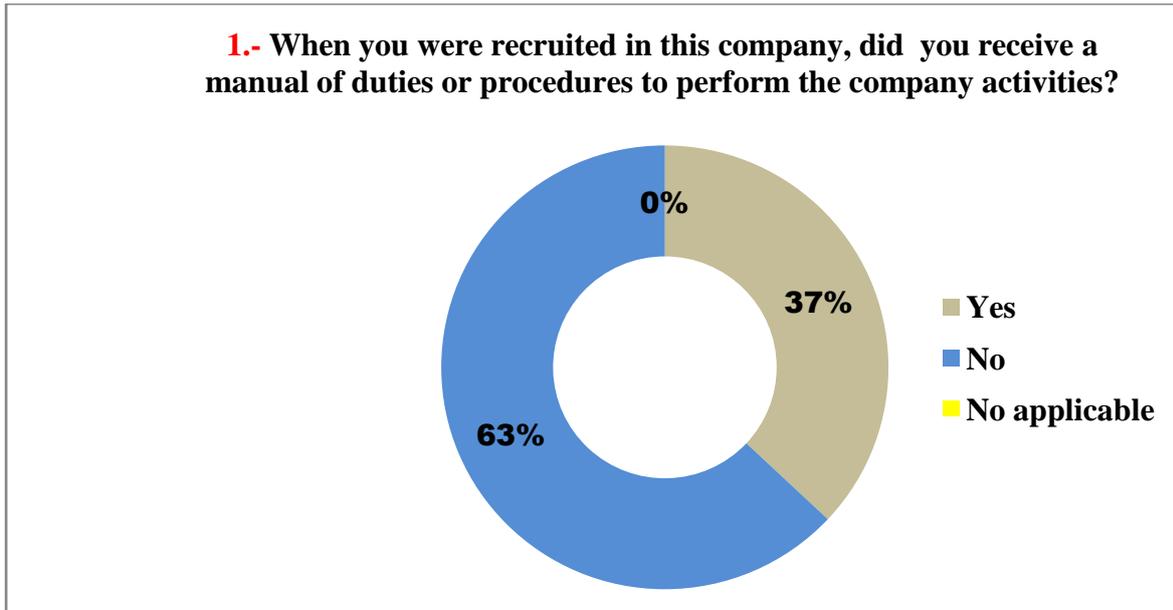
### Results of the Analysis

It was a good experience to apply the surveys at a public Institution and two private companies which were mentioned before. The people who assisted me were very friendly and respectful, at the beginning I thought it would be difficult to get the authorizations of each company to do the surveys so I was worried, but God helped me and the certificate I presented too. The certificate details that I was taking the graduation subject. The following information is the summary of the results of my investigation:



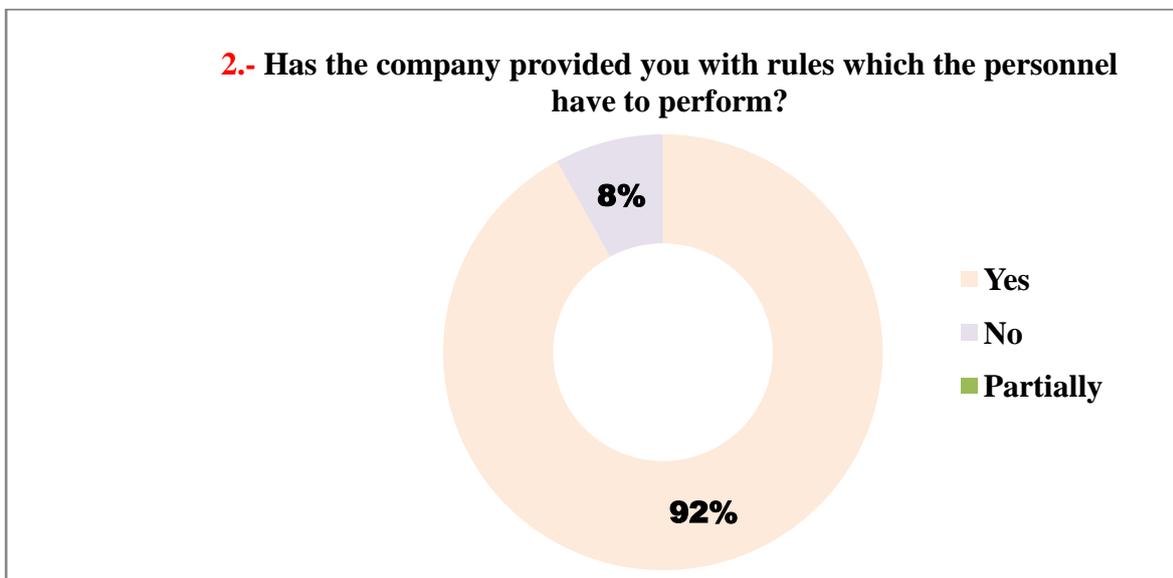
**4.1 Graph. The age average of the secretaries**

As you can see on graph 4.1, the 48% of the secretaries' ages of the three companies La Junta de Beneficencia de Guayaquil, Corasa and Profeinsa is from twenty six (26) to thirty five (35), while the 30% of the secretaries' ages is from 18 to 25. The 22% circle from thirty six (36) to forty five (45).



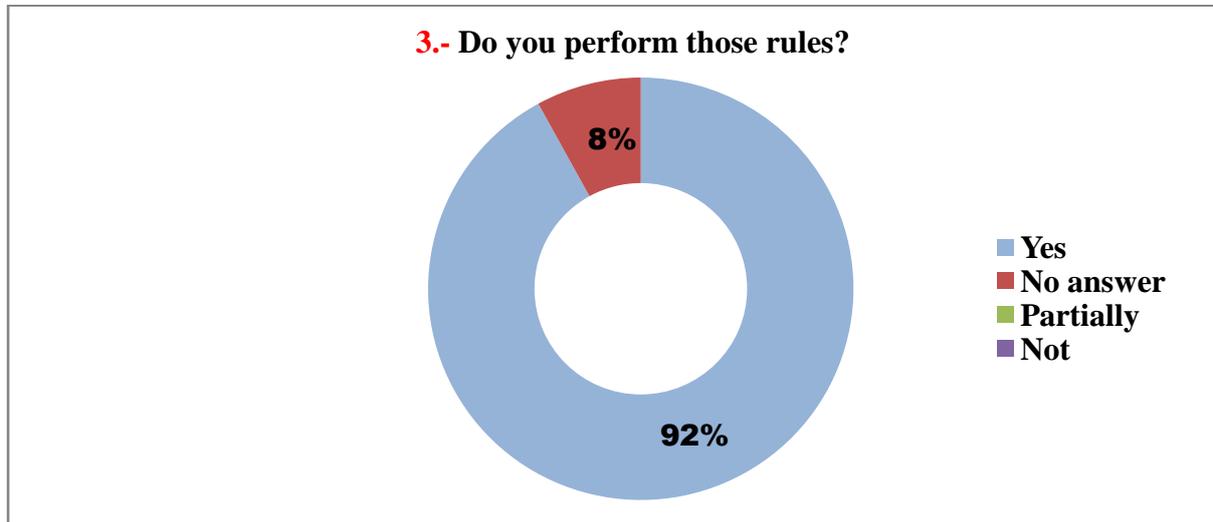
**4.2 Graph. The company gave the secretaries a duty manual**

On the graph 4.2, we can appreciate that most of the secretaries of these companies have not received a duties manual, approximately the 63%., while the 37% answered they received one. Both public and private companies should have a duties or procedures manual for each position of the Company members to clearly know which their responsibilities are.



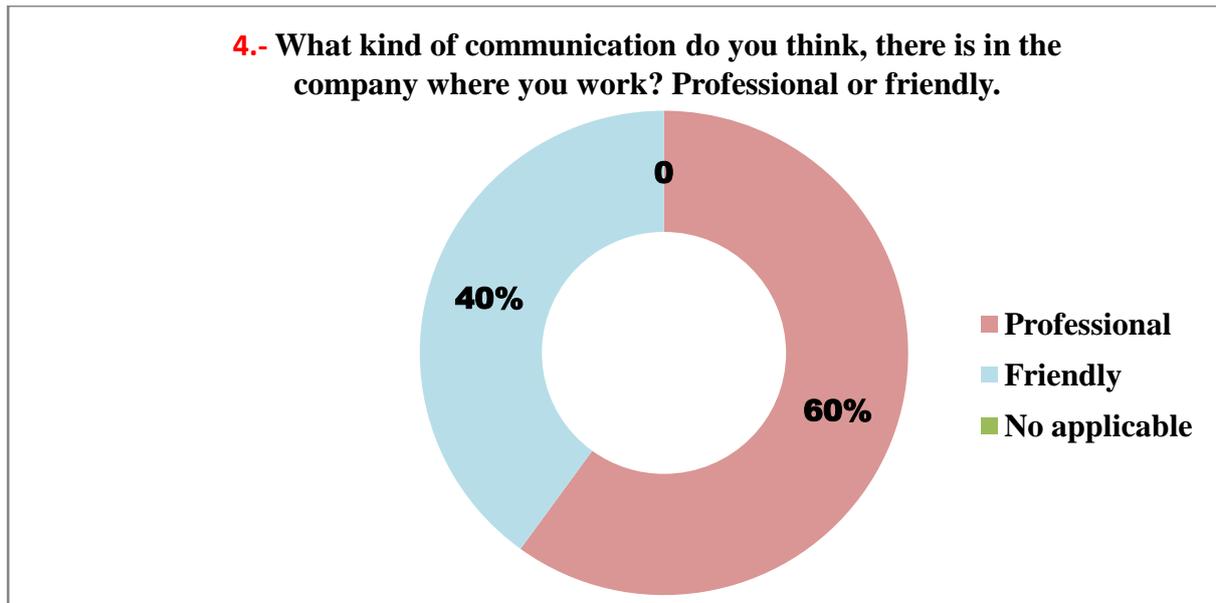
**4.3 Graph. The company has rules to be performed**

As you can observe the 92% of secretaries of the three companies answered they have rules which the personnel have to perform. The 8% of them, answered they did not have rules in the company. I think it is necessary to have a discipline in the company which must be your responsibility to perform it for showing a good image of your second house: your work.



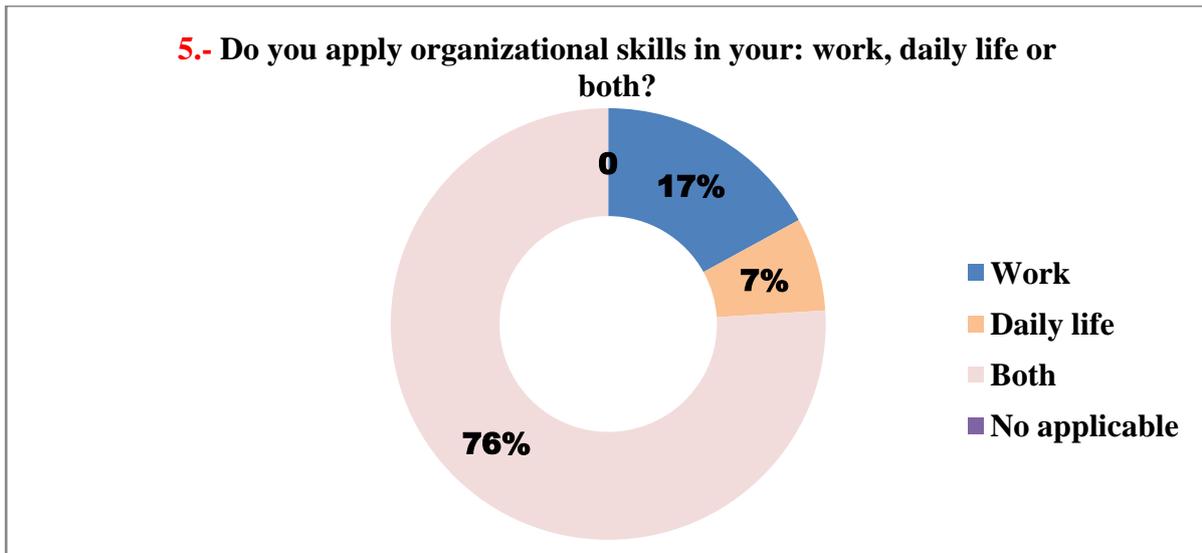
**4.4 Graph. The secretaries who perform the company's rules**

On the graph 4.4 we can visualize that the 92% of the secretaries who answered that the company provided them rules, answered that obviously they have to perform these rules, while the 8% of them said no.



**4.5 Graph. The communication in the company is professional and friendly**

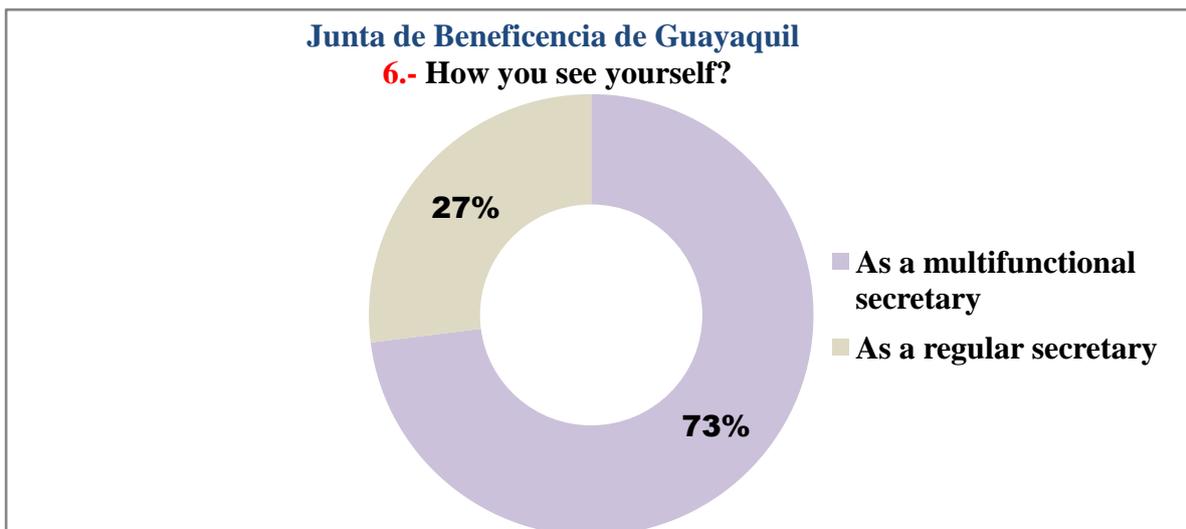
The three companies coincided with the communication among their members; the communication is professional and friendly. However the graph 4.5 shows us that the 60% of the secretaries answered that the communication in their companies is only professional and the 40% the communication is friendly. I think that the communication between the members of the company should be professional and friendly because it helps you feel well as you can share ideas, experiences and know more about the personality of your co-workers, including of your boss; it would be a great work environment.



**4.6 Graph. The secretaries apply organizational skills in their: work, daily life or both**

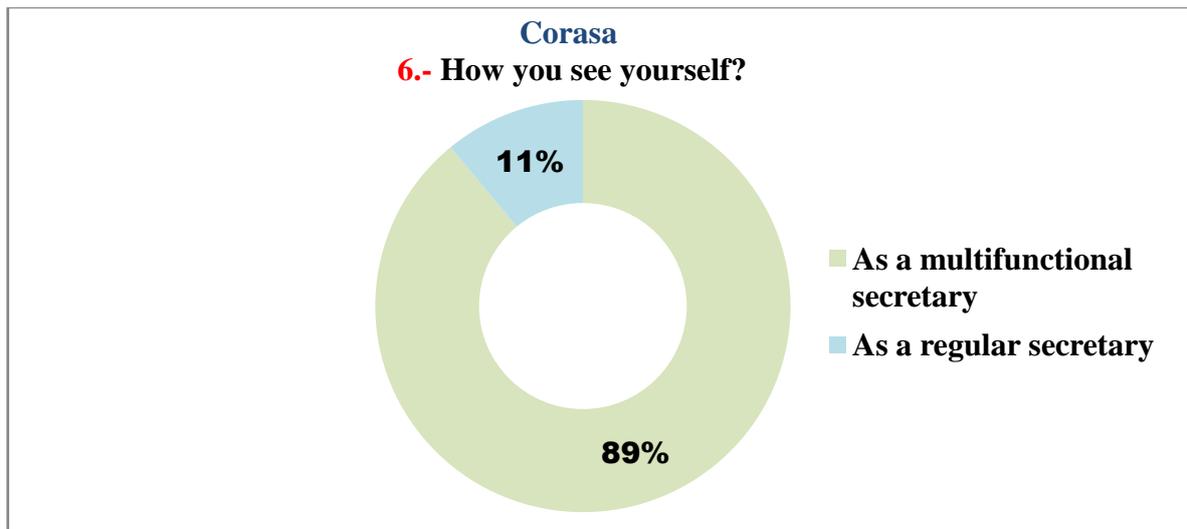
As you can notice on graph 4.6, the 76% of the secretaries apply organizational skills in their work and in their daily lives. The 17% of them apply organizational skills only in their works, whereas the other 7% of them apply organizational skills only in their daily lives.

The organizational skills are very important in your work and in your daily life. The secretaries of the three companies agree with it. In this way you can work effectively and efficiently.



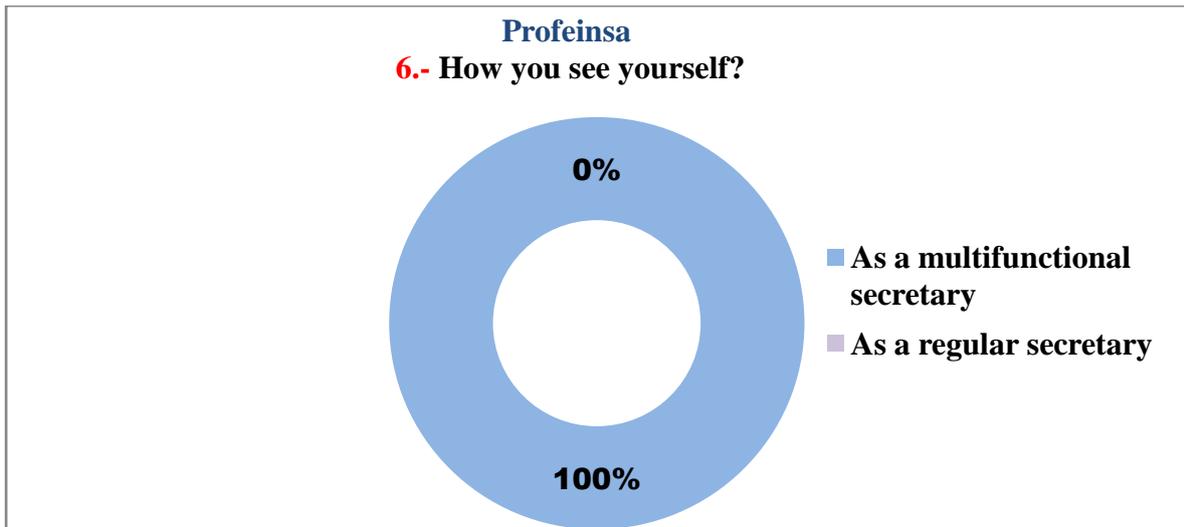
**4.7 Graph. The Junta de Beneficencia de Guayaquil secretaries consider themselves a multifunctional or a regular secretary**

Most of the secretaries of this Institution are multifunctional secretaries. As you can observe on graph 4.7 the 73% of them are multifunctional and their answers were: “I do different activities”, “a secretary must not limit her/his activities”, “I could sort out any situation immediately” and 27% of them are regular secretaries because they have limited tasks.



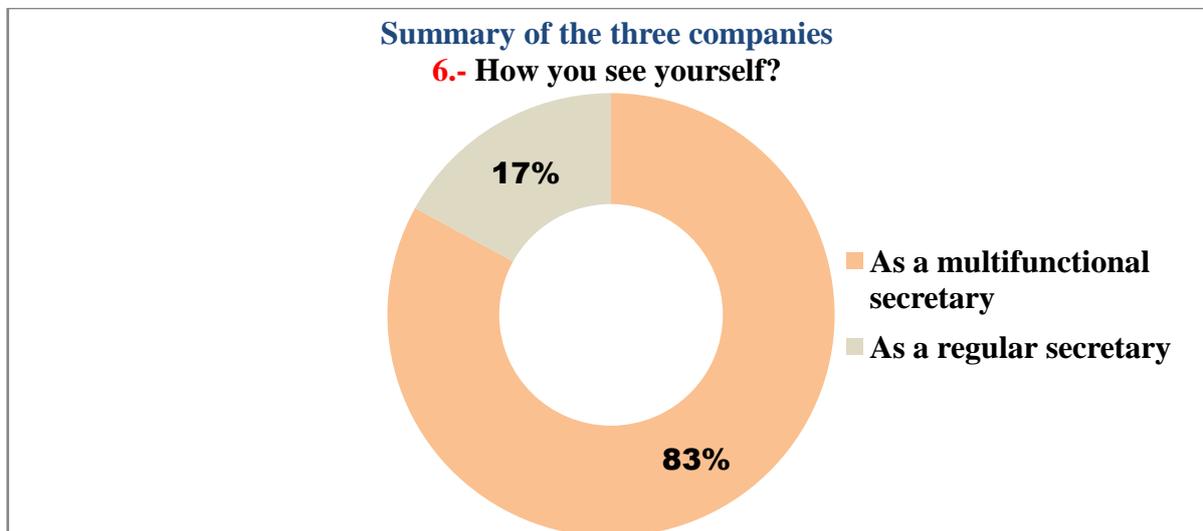
**4.8 Graph. The Corasa secretaries consider themselves a multifunctional or a regular secretary**

This is another company that there are more multifunctional than regular secretaries. On this graph 4.8, the 89% of the secretaries of this company are multifunctional; they have numerous tasks, which is ideal in order to get more experience, and the 11% of them answered they are regular secretaries .



**4.9 Graph. The Profeinsa secretaries consider themselves a multifunctional or a regular secretary**

On this graph shows that the 100% of the secretaries are multifunctional, one of them answered she has to do plenty of duties of other departments to replace some partners when they are absent.



**4.10 Graph. The secretaries consider themselves a multifunctional or a regular secretary**

Finally, the graph 4.10 shows us that the 83% of the public and private companies' secretaries are multifunctional, while the 17% of them are regular secretaries.

Nowadays there are few regular secretaries and in some cases the managers do not consider that secretaries should be trained to have more opportunities to be more helpful.

In addition, the duties of the multifunctional secretaries are going on but as I mentioned before the 63% of the secretaries did not have a written guide of their activities. I think that if the company did not give a duties' manual to their secretaries, they have to take the initiative to create one, I remark once again, that it is very necessary because in the future it can help the substitutes to know about their activities . I often consider that the people, who work effectively, efficiently and help to the productivity of the company as a secretary, should be well remunerated.

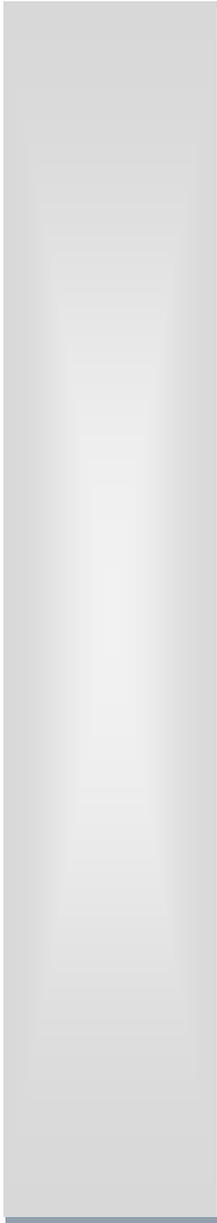
### **Conclusion**

In this Research Project you could know more about of the role of a multifunctional secretary. First, a multifunctional secretary has to know as any member of the company, about the role of each member of it, about the functions of each department. Second, a multifunctional secretary has to be in constant training about actualized information and the use of actualized informatics packages such us: Word, Excel, Power point, Outlook, Project. Etc.

Finally, it is important to know that the companies are searching multifunctional secretaries, who do their tasks in an effective and efficient way.

### **Recommendation**

To the people that want to be multifunctional secretaries, I recommend them develop multifunctional communication skills, train in courses such us: administration of companies, advanced accounting, finance mathematics, ethic, vocabulary of business, languages, etc. The multifunctional secretary should know English and other languages to have more opportunities in the labor area as well as the regular secretaries must to face the new changes in the society equaling to the multifunctional secretaries.



**ANNEXES**

## ANNEXES

## Survey data

**OBJECTIVE:** To investigate if the duties of a multifunctional secretary are carry out and if she/he had a written guide of those.

Please circle the most appropriate answer as your opinion is. Thanks for your time

How old are you:                      18-25                                      26-35                                      36-45

**1.-** When you were recruited in this company, did you receive a manual of duties or procedures to perform the company activities?

Yes                                      No                                      No applicable

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**2.-** Has the company provided you with rules which the personnel have to perform?

Yes                                      No                                      Partially

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**3.-** Do you perform those rules?

Yes                                      No                                      Partially

Why? \_\_\_\_\_

**4.-** What kind of communication do you think, there is in the company where you work?

Professional                                      Friendly                                      No applicable

Why? \_\_\_\_\_

**5.-** Do you apply organizational skills in your:

Work                                      Daily live                                      Both                                      No applicable

Which are they? \_\_\_\_\_

**6.-** How you see yourself?

As a multifunctional secretary (plenty of duties).                      As a regular secretary (limited tasks).

Why? \_\_\_\_\_

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