

E-learning: Core skills for legal secretaries

Synopsis

Behind every great fee-earner is a fantastic secretary.

Long gone are the days when secretaries were typists and message takers; they now play a key role in the management and development of client relationships that are fundamental to the success of a firm.

So we teamed up with one of the world's largest law firms to produce an e-learning course exclusively for legal secretaries. The course can be tailored to your firm's particular needs or processes.

Duration

1 hour

Format

An e-learning training module with quizzes and practical work. Delegates can test their knowledge and receive feedback throughout the course.

Delegates

Ideal for legal secretaries of all levels.

Outcomes

Once legal secretaries have completed this course they will:

- understand the part they play in a law firm
- appreciate the importance of being approachable and flexible in their work
- have techniques for handling difficult telephone calls and other situations in the office
- have considered tips for improving their use of email
- understand what it means to be a 'professional' secretary

Content

The course is divided into four modules covering:

- Working as part of a team
- Personal presentation
- Handling telephone calls
- Effective emails