



TRAINING INVITATION

Dear Sirs,

ASCENT GROUP has the pleasure to continue the series of open trainings organised in Bucharest with a module on the theme:

THE PERFORMANCE AS ASSISTANT MANAGER

BUCHAREST, 22ND - 23TH SEPTEMBER 2009

How to be an efficient assistant manager...

The assistant manager has an important role in the company being a close collaborator of the manager. For this reason, the assistant manager education must be comprehensive to cover various knowledge of communication, protocol, marketing, management, accounting, computer science, law.

The particularities that an assistant manager must have are: a metabolism that seems to improve under pressure, an instinct to make order in chaos, the ability to solve tough problems without supervisory, the skill to deal with the most difficult people (including your boss).

Do you want to lose the appellation “the girl from the reception”? Do you want to know how to become that assistant manager your boss need so much? How to be a close

collaborator of his and not just an assistant manager to take the phone calls, manage the correspondence and prepare the meeting minutes?

This training helps you realize what is the exact role of an assistant manager, what expects a manager from you, what abilities you need to develop to become “the right hand” of your manager.

Target

The course is addressed to all the assistants of general managers, to assistants of departments managers that want to reach performance, to improve and organize the information they operate with and to secretaries that want to promote.

Objectives

- Improving the communication and relationship with the internal and external public
- Developing the information of commercial correspondence
- Improving the organizational skills and the time management of the administrative tasks
- Developing of basic economic and marketing concepts
- Refining their own business image

Module

- The role of assistant manager in the company - secretary vs. assistant manager
- The manager expectations from the assistant manager
- Internal and external communication
- Correspondence and written information – the efficiency of information system
- Commercial correspondence
- Organizational skills, the management of super congestion
- Relations with the internal and external public

- Elements of primary book-keeping
- Basic concepts of marketing (the external environment, competition analysis)
- Protocol, image, vocabulary

Working methodology

- The training is based on the “Learning by doing” and is highly interactive, involving the participants in the ongoing games, activities, case studies. Also, during the training it will be used professional tests, which will provide participants with regard to their own personal style and the possibilities of improving it.
- Following the training, each participant will receive a certificate which will certify the Ascent Group courses, the training materials and a CD with pictures and records took during the course
- The training will be held in the Romanian language

Price - 280 Euro/participant

- The price includes the both days of training participation and the training materials
- The price includes 2 lunch meals and 4 coffee breaks
- The price does not include VAT
- **The companies that register more than one participant will receive a discount rate of 5% for the second participant and a discount rate of 10% for the third participant registered**

TRAINER PROFILE

DINA ȚARĂLUNGĂ

- HR consultant & trainer in Ascent Group

Education and training courses

- Graduate of Sociology and Social Work Faculty at the University of Bucharest
- Graduate the master courses in Management of Human Resources, University of Bucharest
- Participant in numerous courses of Leadership, Communication, Negotiation, Conflict Management, Project Management in Romania, Germany and Greece
- Trainer accredited by the Ministry of Labour and Ministry of National Education in Romania, 2008

Professional experience

- 5 years of experience in project management, human resources and training in Euro26 Romania
- 3 year experience in project management, human resources and training in Zip International
- 1 year experience in non-formal education in Comunidade Sao Francisco de Assis, Coimbra, Portugal
- Independent appraiser of ANPCDEFP - National Agency for Community Programs in Education and Training, Youth in Action Programs
- 1 year experience as a HR consultant and trainer in Ascent Group

MIHAELA ROTAR

- HR consultant & trainer in Ascent Group

Studies and graduated courses:

- Graduate of Faculty of Letters, English – French
- Licentiate as assessor in team roles – Belbin method, London, 2006
- Accredited consultant on assessment of personnel with Identity Compass method– Bucharest, March 2007
- Trainer accredited by the Ministry of Labor and the Ministry of National Education in 2007
- Participant in various courses of communication, sales techniques and team building

Professional experience:

- 3 years of experience in pre - university education
- 2 years of experience as a human resources consultant in Ascent Group, the period in which she was involved in numerous projects of executive search, restructuring of enterprises, collective negotiations especially for multinational companies
- 2 years of experience as a trainer in Ascent Group

ABOUT US

Ascent Group is a consulting group that was born to meet a need for consultancy services of high quality in Eastern Europe for foreigner investors.

Ascent Group, through the companies from the group is providing a professional consultancy services in financial, tax, legal, business development, human resources, training, communication.

Our Group is based on high level consultants with international experience, providing quality services and customized based on the needs of each client.

As a training company, Ascent Group has extensive experience in in-house and open in all countries where the company has offices, Romania (București și Arad), Republic of Moldova, Bulgaria, Serbia, Cyprus.

Ascent Group customers from the banking, industrial production, sales, distribution, media, market research.

MAIN CUSTOMERS

Avon Cosmetics	IBM	Coficab - Tunisia
Electrolux	Leoni Wiring Systems	Interstar
Nestle	Perpigna	Consilul Județean Arad
Banca Italo-Romena	Mefin - Walbridge Group	Synovate
Bank of Cyprus	Astra Asigurări	Trilogy
Italo-Romena Leasing	Fildas Group	WEMA Belgia
Cyprus Leasing	Camera de Comerț Italiană	Revista Tonica
Swiss Capital	Cromsteel Industries	
Petrom	Coindu Portugal	
Xerox		

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