Becoming an Information Assistant: From Secretary, Personal or Executive Assistant

The Sergay Group, Ltd.

OVERALL OBJECTIVE

The **Becoming an Information Assistant** Workshop aims to equip participants with the skills to become a greater knowledge resource asset to the organization and create an enhanced career path by understanding more about the organization and about the changing role that can be played by applying information literacy. Learn the skills of sourcing, analyzing, interpreting, utilizing, and repackaging information.

OUTCOMES

The participants will be able to:

- Understand **the business context**
- Recognize the required **changing role of the secretary or assistant**
- Be aware of what **information literacy** entails
- **Identify**, **use** and **assess** relevant **sources**
- **Analyse**, **interpret** and **utilize information** effectively so as to assist with the optimum organizing of their customers' work life and decision-making processes
- **Repackage** information for ease of use
- **Design**, **deliver** and **evaluate** an **information assistant** assignment
- Be empowered to **meet the needs of customers**

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CONTENT

- Introduction to Being an Information Assistant
  - How the secretary role has changed
  - Understand the organization and the business context in which you operate
  - Understand your customers' needs
  - Steps in the information retrieval process
  - What it takes to find information effectively
- Locate, Select, and Evaluate Information Sources
  - Innovative retrieval searching techniques that could be used to find relevant information
  - Identify and utilize resources – direct and indirect print and electronic
  - Explore all available sources
  - Investigate and evaluate sources against set criteria
  - Enhance online searching skills
    - Boolean operators
    - Searching phrases
    - Truncation
    - Wildcard symbols
    - Proximity
- Evaluate, Synthesize, and Utilize Information
  - Investigate and evaluate information against set criteria
  - Integrate information within a framework
  - Innovative application of information
- Plan, Design, and Deliver an Information Assistant Service
  - Framework for delivery methods
  - Branding and repackaging
  - Design, implement and evaluate an information assistant assignment
  - Improved communication and interpersonal skills
- You as the Service Provider
  - Promote your skills
  - Fulfil the role of an info-assistant
  - Assist with information management
  - Evaluate your information assistant service