

**KARATINA UNIVERSITY
REFRESHER TRAINING
FOR SECRETARIES &
CLERICAL OFFICERS
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PRESENTED BY:

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BUSINESS COMMUNICATION

- ▶ Business communication is the process of sharing information between people within the workplace and outside the organization. Effective business communication is how employees and management interact to reach organizational goals. Its purpose is to improve organizational practices and reduce errors.
- ▶ **There are four types of Business Communication:**
- ▶ Upward communication, downward communication, lateral communication, and external communication. The upward, downward, and lateral communication types refer to internal business communication or information exchanged within an organization

COMMUNICATION IN KARU

- ▶ Communication followed here at the University is as per the Administration Procedure Manual; Procedure No 1 which is on Communication
- ▶ The purpose of this procedure is to ensure quality, efficient, consistent, timely, transparent and professional management of communication to meet the needs of all our customers.
- ▶ **Modes of Communication**
- ▶ The official modes of internal and external communication at KarU include the following:–
- ▶ Internal memos/notices
- ▶ Letters
- ▶ Email
- ▶ Telephone

COMMUNICATION IN KARU

- ▶ SMS
- ▶ Website
- ▶ Video/Tele –Conferencing
- ▶ Meetings and
- ▶ Mass Media
- ▶ Each of the modes shall be effected at the University as follows:–

Internal Memos/Notices

- ▶ This shall start with the originator drafting the memo/notice and where applicable seeking requisite approval. The originator shall ensure that the memos bear the initials of the typist below the signatory.
- ▶ The originator shall ensure production of adequate copies ready for dispatch.
- ▶ As proof of dispatching the memos, the originator shall ensure the recipients confirm receipt by signing the delivery book. In case of the notices the Registry Officer shall ensure posting on the prescribed notice boards.
- ▶ On receipt, the recipient shall keep an office ledger of all incoming and outgoing mails and requests and mark the same for action by an appropriate officer if not self.
- ▶ Originators shall ensure copies of the memo/notices are retained in respective files.

Letters

- ▶ Upon drafting a letter in the case of internal communication, the originator shall forward it to the recipient (s) using a delivery book and ensure a copy is maintained.
- ▶ In case of external letters, the originator shall ensure that the VC is informed of the contents prior to dispatch through the Registry.
- ▶ The Registry Officer shall record it in the outgoing mail register and dispatch it to the recipient (s).
- ▶ For hand delivery letters, the Registry Officer shall ensure that the recipient(s) acknowledges receipt of the letter by signing the delivery book.
- ▶ The Registry Officer shall record incoming mails in the incoming mails register and ensure dispatch to the relevant officer(s) using the delivery book.

E-mail

- ▶ All members of staff shall use their official e–mail addresses assigned to them by the ICT department.
- ▶ For outgoing emails, the officer communicating shall send a copy of the e–mail to the relevant officers
- ▶ For incoming e–mails sent to the University’s official email address, the VC’s Secretary shall forward it to the relevant officer with a copy to the VC for information and action.

Telephone

- ▶ Communication through intercom shall be used for confirmation, urgent communication and follow up.
- ▶ Based on the nature of communication, the member of staff communicating shall follow it up with a written mode of communication.
- ▶ For external outgoing communication, the Telephone Operator shall record requests by members of staff in the telephone calls register.
- ▶ For incoming telephone calls, the Telephone Operator shall forward the call to the recipient.

Website, Meetings & Media

- ▶ The website shall be updated as per the website management procedure in the ICT Procedure Manual.
- ▶ Meetings shall be conducted as per the University meetings procedure .
- ▶ All communication through the media shall be authorized by the VC.

DRAFTING A MEMORANDA

- ▶ A **memorandum**, more commonly known as a memo, is a short message or record used for internal communication in an organization.
- ▶ **How to write a good memo**
- ▶ Make it as short as possible- the memo should not be lengthy
- ▶ Use simple English
- ▶ Use a captivating heading- the heading of your memo should attract readers
- ▶ Use bolding on emphasize- you should use bold letters in the action that expect your readers to take

Sample Memo

- ▶ **KARATINA UNIVERSITY**
- ▶ **OFFICE OF THE REGISTRAR**
- ▶ **(Planning & Administration)**
- ▶ **INTERNAL MEMO**

▶ **FROM:** Ag. Registrar (P &A)

DATE: 4th July, 2023

▶ **TO:** All Staff

REF: KarU/REG/PA

▶ **RE: BASIC SALARY INCREMENT**

▶ This letter serves to inform you that effective **30th July, 2023, your basic salary will be increased by 5%.**

▶ This is as per the approved new Collective Bargaining Agreement.

▶ Thank you.

▶ **MR. DANIEL S. MURAGE**
▶ **AG. REGISTRAR (PLANNING & ADMINISTRATION)**

▶ **Copy to:** Ag. Vice Chancellor
▶ Ag. Deputy Vice Chancellor (P,F&A)
▶ Ag. Deputy Vice Chancellor (ARSA)
▶ Registrar (AA)
▶ Ag. Finance Officer

ORGANIZATIONAL SKILLS

- ▶ Organizational skills are qualities that enable you to use your resources effectively and efficiently. Some of the resources that we need to manage include time, energy, and workspace. The skills help you focus your time, effort, and resources on work that matters
- ▶ Organization skills are soft skills that help you manage expectations, stay on top of tasks, and deliver results in a timely manner.
- ▶ Proper Organizational skills also help to keep all stakeholders/ bosses and colleagues on track to meet shared goals. By doing so, you're not holding back team members from making progress on their deliverables.

10 KEY ORGANIZATIONAL SKILLS

- ▶ Physical organization
- ▶ Goal Setting
- ▶ Prioritization of skills
- ▶ Decision making
- ▶ Strategic thinking and planning
- ▶ Collaboration
- ▶ Effective Communication
- ▶ Self motivation
- ▶ Self management

10 KEY ORGANIZATIONAL SKILLS

▶ **PHYSICAL ORGANIZATION**

- ▶ How well do you arrange your files on your computer, desk, and office space? Do you group your data into folders, and neat file labels that you actually use? .
- ▶ This skill allows you to spend less time searching for things because you already know where they are.

▶ **GOAL SETTING**

- ▶ Goal setting means having an action plan to guide and motivate you towards achieving a target. It involves breaking your goals into smaller units and setting deadlines for them.

10 KEY ORGANIZATIONAL SKILLS

▶ **PRIORITIZATION SKILLS**

- ▶ What do you do when you have 3 tasks to deliver during the week. Prioritizing will help you evaluate each task to know the level of importance and commitment they need. That way, you'll know what task to handle first. Build a to do list.
- ▶ Since there's never enough time to get all the work done, your boss will value you more if you know how to prioritize.

▶ **DECISION MAKING**

- ▶ When you are presented with a scenario that require you to make a decision, are you able predict outcomes for different courses of action based on facts, and then choose the more beneficial choice? When you have that mastery skill it limits the chances of repercussions for poor choices for an organization.

10 KEY ORGANIZATIONAL SKILLS

▶ **STRATEGIC THINKING**

- ▶ Strategic thinking is a problem-solving skill. It's how you analyze situations to come up with solutions to a problem in the organization. This analysis lead to a clear set of goals, plans, and new ideas required to survive and thrive in a competitive, changing environment

▶ **COLLABORATION**

- ▶ Collaboration describes how well you work with two or more people to achieve a goal. From how you communicate, whether you're a dependable team member who finishes their tasks?

10 KEY ORGANIZATIONAL SKILLS

▶ **EFFECTIVE COMMUNICATION**

- ▶ Effective Communication involves exchanging thoughts, ideas, and knowledge in a way that the recipient understands. Speaking (or writing) clearly so that the recipient does not misunderstand you.

▶ **TIME MANAGEMENT**

- ▶ How you divide your time between tasks tells a lot about your time management skills. Proper time management means being aware of how long tasks take and adjusting your schedule to accommodate that.

10 KEY ORGANIZATIONAL SKILLS

▶ **SELF MOTIVATION**

- ▶ Self Motivation is that internal force that pushes you to keep going against all odds. It is that internal desire that makes you want to achieve a goal, no matter how impossible it looks. Are you self motivated or you have to be pushed by your boss to work?

▶ **SELF MANAGEMENT**

- ▶ If you didn't have a boss or supervisor to oversee your work, would you still perform? Are you able to plan, conduct, and account for your individual work. **i.e** if your boss is away for one month, can you still run the office?

OFFICE ETIQUETTE

- ▶ Office etiquette is the code of behavior that you're expected to observe in the workplace.
- ▶ Having good etiquette shows respect for others and their cultures, values, and beliefs. By being mindful of others' feelings, beliefs, and expectations, we can create more positive and harmonious relationships.
- ▶ **9 Keys to earning Respect by Steve Wood**
- ▶ **Start by showing your face;**
- ▶ Presence is so important, before you can do whatever you are called to do, people have to know who you are, be visible and be focused on the tasks you are expected to perform

OFFICE ETIQUETTE

- ▶ **Follow up with Courtesy & Good Manners;**
- ▶ First impressions are huge and simple good manners make a huge difference to people, A simple Good Morning/ Afternoon Greeting, Please and Thank you means a huge amount
- ▶ **Wear your Humility;**
- ▶ Be respectful, and recognize the achievements of others, the more people feel valued the higher the engagement levels become
- ▶ **Listen well, talk judiciously and Always follow up;**
- ▶ Listen with all your senses and when you talk ensure that you speak in a simple language, and always follow up with agreed actions

OFFICE ETIQUETTE

- ▶ **Give your support to others before you receive it;**
- ▶ When you start to act then your first acts should be ones of support and commitment. It gives you the right to challenge when you act first
- ▶ **Set your standards and acts with integrity;**
- ▶ When situations and issues appear be clear on your standards- communicate them and do not compromise them.
- ▶ **Establish consistent Decision Making Parameters;**
- ▶ With clear standards and integrity established then it is important that decisions are clear and consistent
- ▶ **Performance does matter**
- ▶ Stay focused on outcomes, if you stay true to your approach good results follow

DRESS CODE AND GOOD GROOMING

- ▶ Karatina University staff are expected to exhibit modest, neatness, timeliness, and appropriateness of behaviors at all times.
- ▶ The University is also dedicated to the total development of staff. As such, the University strives to instill in the hearts and minds of all staff the foundational principles of appropriate conduct and attire. Karatina University members of staff are therefore, required to be well groomed and decently dressed at all times and maintain an appropriate standard of dress and personal hygiene in **public and private**.
- ▶ By virtue of their interaction within an institution of higher learning, Karatina University staff can model their dress code to the students and junior colleagues and thereby participate in training the future generation. This will complement the academic training geared towards preparing leaders and experts in their area of discipline armed with high (moral) standards. This dress code therefore contributes positively to the corporate culture and Karatina University.

INAPPROPRIATE ATTIRE/DRESS CODE

- ▶ Examples of inappropriate or indecent attire and/or appearance include but are not limited to:
 - ▶ Above the knee-length skirts and dresses (including micro-mini skirts), sleeveless tops, blouses with low necklines, clothes that are “see me through” (net-line) clothing, spaghetti tops, bareback tops, strapless clothes, tank tops, extreme slits for skirts for women clothing.
 - ▶ Plaited hair for male members of staff - it is expected you trim your beard and hair make it look tidy
 - ▶ Caps, do-rags and/or hoods for all staff unless it is for the purpose of religious dressing or for medical purposes.
 - ▶ Staff reporting on duty while in slippers or sandals unless advised by a medical practitioner.
 - ▶ Staff putting on sun glasses or "shades" unless under advise from a medical practitioner.
 - ▶ Extreme ornamental and decorative jewelry by the members of staff.
 - ▶ Don't wear strong perfume to avoid making people uncomfortable
 - ▶ Clothing with derogatory, offensive messages either in words or pictures.

END

THANK YOU

GOD BLESS YOU!