

# Professional Secretarial & Communication Skills Training

Secretary & Admin  
Munich (Germany)  
01 - 05 Sep 2025

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## Professional Secretarial & Communication Skills Training

**Ref:** 3102\_126961 **Date:** 01 - 05 Sep 2025 **Location:** Munich (Germany) **Fees:** 4400 **Euro**

### Course Description

This intensive 5-day course is designed to enhance the professional skills of secretaries and administrative assistants. Participants will learn essential secretarial techniques, effective communication strategies, and modern office management practices. The program focuses on developing practical skills that can be immediately applied in the workplace.

### Learning Objectives

- Master advanced secretarial skills and office management techniques
- Develop effective written and verbal communication abilities
- Learn time management and organizational strategies
- Enhance proficiency in using modern office technology and software
- Improve interpersonal skills and professional etiquette

### Course Modules

#### Day 1: The Modern Secretary's Role

- Evolution of the secretarial profession
- Key responsibilities and expectations
- Developing a professional mindset
- Personal branding and image management

#### Day 2: Essential Office Management Skills

- Effective time management techniques
- Organizing physical and digital workspaces
- Managing calendars and scheduling
- Document creation and management

#### Day 3: Communication Excellence

- Business writing essentials
- Effective email communication
- Telephone etiquette and best practices
- Active listening and verbal communication skills

#### Day 4: Technology and Software Proficiency

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- Microsoft Office suite mastery
- Digital collaboration tools
- Social media management for business
- Cybersecurity awareness

## **Day 5: Professional Development and Workplace Dynamics**

- Conflict resolution and problem-solving
- Building professional relationships
- Stress management and work-life balance
- Career advancement strategies

## **Practical Wins for Participants**

- Improved efficiency in managing daily tasks and priorities
- Enhanced ability to communicate effectively with colleagues and superiors
- Increased proficiency in using modern office technology
- Developed strategies for career growth and professional development

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

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Bangkok (Thailand)

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Cairo (Egypt)

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