

Mastering Essential Secretary Skills: A Comprehensive Course

Secretary & Admin
Lisbon (Portugal)
04 - 08 Aug 2025

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Mastering Essential Secretary Skills: A Comprehensive Course

Ref: 3099_127232 **Date:** 04 - 08 Aug 2025 **Location:** Lisbon (Portugal) **Fees:** 4400 **Euro**

Course Description

This intensive 5-day course is designed to equip participants with essential secretary skills crucial for success in modern office environments. Covering a range of topics from effective communication to advanced office technology usage, this program aims to enhance administrative expertise and boost professional efficiency.

Learning Objectives

- Develop advanced communication skills for professional interactions
- Master time management and organizational techniques
- Enhance document creation and management proficiency
- Improve proficiency in using modern office technologies
- Learn effective meeting and event planning strategies

Course Modules

Day 1: Professional Communication and Etiquette

- Effective verbal and written communication
- Business etiquette and professional image
- Handling difficult conversations
- Cultural sensitivity in the workplace

Day 2: Time Management and Organization

- Prioritization techniques
- Calendar management and scheduling
- Task delegation and follow-up
- Creating efficient filing systems

Day 3: Document Creation and Management

- Advanced word processing skills
- Creating professional presentations
- Minute-taking and report writing
- Document confidentiality and security

Day 4: Office Technology and Software

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- Mastering email management
- Utilizing project management tools
- Introduction to data analysis with spreadsheets
- Cloud-based collaboration platforms

Day 5: Meeting and Event Planning

- Organizing effective meetings
- Event planning and coordination
- Travel arrangements and logistics
- Budget management for events

Practical Wins for Participants

- Improved efficiency in daily administrative tasks
- Enhanced professional communication skills
- Increased proficiency in modern office technologies
- Developed strategic approach to time and resource management

A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight nearby. In the background, there are concentric circles emanating from a point, suggesting a strategic or winning move.

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