

# **The Senior Secretary Development Programme: Excel & Lead**

Secretary & Admin  
Tunis (Tunisia)  
20 - 24 Jul 2025

UK Traininig

# **PARTNER**



## The Senior Secretary Development Programme: Excel & Lead

**Ref:** 321533\_128006 **Date:** 20 - 24 Jul 2025 **Location:** Tunis (Tunisia) **Fees:** 3700 **Euro**

### Course Description

This comprehensive 5-day programme is designed to empower senior secretaries with advanced skills essential for excelling in their pivotal organizational roles. Participants will enhance their communication abilities, master time management techniques, develop leadership skills, and learn strategies for effective office management. The course combines theoretical knowledge with practical applications to ensure immediate workplace impact.

### Learning Objectives

- Develop advanced communication and interpersonal skills for effective collaboration
- Master time management and organizational techniques to boost productivity
- Enhance leadership and decision-making abilities to support executive teams
- Improve problem-solving skills and adaptability in dynamic work environments
- Learn effective strategies for managing confidential information and maintaining discretion

### Course Modules

#### Day 1: Advanced Communication Skills

- Effective verbal and written communication techniques
- Active listening and empathy in professional settings
- Navigating cross-cultural communication challenges
- Mastering digital communication platforms

#### Day 2: Time Management and Productivity

- Prioritization techniques and goal setting
- Efficient scheduling and calendar management
- Strategies for managing multiple tasks and deadlines
- Utilizing productivity tools and software

#### Day 3: Leadership and Decision Making

- Developing a leadership mindset for senior secretaries
- Effective decision-making processes
- Conflict resolution and negotiation skills
- Influencing without authority

A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board has a checkered pattern, and there are concentric circles in the background.

UK Training  
**PARTNER**

#### **Day 4: Office Management and Organization**

- Creating efficient filing and document management systems
- Planning and coordinating high-level meetings and events
- Managing office resources and budgets
- Implementing process improvements

#### **Day 5: Professional Development and Adaptability**

- Strategies for continuous learning and skill enhancement
- Adapting to technological changes in the workplace
- Building and maintaining professional networks
- Work-life balance and stress management techniques

#### **Practical Wins for Participants**

- Improved ability to manage complex schedules and prioritize tasks effectively
- Enhanced communication skills for seamless interaction with executives and stakeholders
- Increased confidence in decision-making and problem-solving scenarios
- Practical strategies for implementing office efficiency improvements

## Blackbird training cities



Accra (Ghana)

Amman (Jordan)

Amsterdam (Netherlands)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training  
**PARTNER**





## Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



## Blackbird training Clients



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior  
Kingdom of Saudi Arabia  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



General Organization for  
Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



Authority for

UK Training  
**PARTNER**



**LONDON TRAINING PROVIDER**



[www.blackbird-training.com](http://www.blackbird-training.com)



[training@blackbird-training.com](mailto:training@blackbird-training.com)



+44 7480 775526 / +44 7401 177335