

Advanced Executive Secretarial Skills: Mastering the Role

Secretary & Admin
Düsseldorf (Germany)
21 - 25 Jul 2025

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Advanced Executive Secretarial Skills: Mastering the Role

Ref: 3100_128134 **Date:** 21 - 25 Jul 2025 **Location:** Düsseldorf (Germany) **Fees:** 4200 Euro

Course Description

This comprehensive 5-day course is designed to equip executive secretaries with advanced skills essential for excelling in today's dynamic business environment. Participants will enhance their capabilities in strategic communication, efficient time management, cutting-edge technology utilization, and effective leadership to provide superior executive support.

Learning Objectives

- Develop advanced communication and interpersonal skills for executive-level interactions
- Master time management and organizational techniques to improve efficiency
- Enhance proficiency in using modern technology and digital tools
- Cultivate leadership and problem-solving skills for proactive support
- Improve strategic thinking to align with organizational goals

Course Modules

Day 1: Advanced Communication and Interpersonal Skills

- Executive-level communication strategies
- Active listening and effective questioning techniques
- Navigating difficult conversations and conflict resolution
- Cross-cultural communication in global business

Day 2: Time Management and Organizational Excellence

- Advanced time management methodologies
- Prioritization techniques for high-pressure environments
- Managing multiple executives' schedules efficiently
- Creating and maintaining effective filing systems

Day 3: Technology and Digital Tools for Executive Support

- Leveraging productivity software and cloud-based tools
- Advanced features of Microsoft Office Suite
- Digital organization and information management
- Cybersecurity awareness for executive assistants

Day 4: Leadership and Problem-Solving Skills

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- Developing a leadership mindset in a support role
- Decision-making techniques for executive assistants
- Project management fundamentals
- Delegating tasks and managing junior staff

Day 5: Strategic Thinking and Business Acumen

- Understanding organizational goals and aligning support
- Basic financial literacy for executive support
- Effective meeting management and minute-taking
- Personal branding and professional development

Practical Wins for Participants

- Improved ability to manage complex tasks and priorities efficiently
- Enhanced communication skills for dealing with executives and stakeholders
- Increased proficiency in using technology to streamline work processes
- Developed strategic thinking skills to provide more valuable support to executives

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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www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335