

Enhancing Core Skills for Administrators & Secretaries

Secretary & Admin
Lisbon (Portugal)
11 - 15 Aug 2025

UK Traininig

PARTNER



Enhancing Core Skills for Administrators & Secretaries

Ref: 321534_129074 **Date:** 11 - 15 Aug 2025 **Location:** Lisbon (Portugal) **Fees:** 4400 **Euro**

Course Description

This intensive 5-day course is designed to equip administrators and secretaries with essential skills to excel in their roles. Participants will enhance their capabilities in time management, communication, organization, and technology use. The program focuses on practical applications to improve workplace efficiency and effectiveness.

Learning Objectives

- Develop advanced time management and prioritization techniques
- Enhance written and verbal communication skills
- Master organizational strategies for improved efficiency
- Leverage technology to streamline administrative tasks
- Strengthen interpersonal skills for better workplace relationships
- Cultivate a proactive and problem-solving mindset

Course Modules

Day 1: Effective Time Management

- Understanding time management principles
- Prioritization techniques and tools
- Managing multiple tasks and deadlines
- Overcoming procrastination and distractions

Day 2: Advanced Communication Skills

- Professional writing and email etiquette
- Effective verbal communication strategies
- Active listening and feedback techniques
- Handling difficult conversations

Day 3: Organizational Excellence

- Creating efficient filing and record-keeping systems
- Managing calendars and scheduling
- Planning and coordinating meetings and events
- Developing standard operating procedures

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.

UK Training
PARTNER

Day 4: Technology and Administrative Tools

- Mastering essential office software
- Utilizing project management tools
- Leveraging cloud-based collaboration platforms
- Implementing automation for routine tasks

Day 5: Professional Development and Workplace Dynamics

- Building professional relationships and networking
- Developing a proactive problem-solving approach
- Managing up and supporting executives effectively
- Continuous learning and career advancement strategies

Practical Wins for Participants

- Implement a personalized time management system
- Create templates for common administrative documents
- Develop a comprehensive meeting planning checklist
- Design an action plan for ongoing professional development

A graphic 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 on the board.

UK Training
PARTNER

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

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
Electricity Regulation, Oman

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335