

The Senior Secretary Development Programme: Excel & Lead

Secretary & Admin
Amsterdam (Netherlands)
28 Jul - 01 Aug 2025

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The Senior Secretary Development Programme: Excel & Lead

Ref: 321533_132013 **Date:** 28 Jul - 01 Aug 2025 **Location:** Amsterdam (Netherlands) **Fees:** 4200 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 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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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

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