

Mastering Essential Secretary Skills: A Comprehensive Course

Secretary & Admin
London (UK)
11 - 15 Aug 2025

UK Training

PARTNER

A close-up photograph of chess pieces on a checkered board. In the foreground, a large gold king piece stands prominently. To its left, a silver pawn is visible. Further back, another silver pawn is positioned. The background features concentric circles, creating a sense of depth and focus on the pieces.

Mastering Essential Secretary Skills: A Comprehensive Course

Ref: 3099_135846 **Date:** 11 - 15 Aug 2025 **Location:** London (UK) **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

UK Training

PARTNER



- 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 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 behind it. The board is checkered, and there are concentric circles in the background.

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

Booking.com
Netherlands



OXFAM

Oxfam GB International
Organization,
Yemen



Capital Markets
Authority

Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



مؤسسة قطر
Qatar Foundation

Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



مؤسسة الكويت للتقدم العلمي
Kuwait Foundation for the Advancement of Sciences

KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia

Ministry of Interior,
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
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.



هيئة تنظيم الكهرباء - عمان
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