Executive Secretary Mastery: Skills for Modern Assistants

21 – 25 December 2026
Toronto (Canada)



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Why This Course

The role of the executive secretary has evolved far beyond traditional administrative tasks. Today's administrative professionals are strategic partners, trusted advisors, and key contributors to organizational efficiency. This intensive 1-week Executive Secretary Training Program is designed to strengthen the advanced skills required to thrive in fast-paced business environments and to position participants as indispensable assets to their executives and organizations.

What You'll Learn and Practice

By participating in this program, you will:

- Apply advanced time management and prioritization techniques to manage complex schedules with confidence.
- Strengthen professional communication skills for high-level internal and external interactions.
- Plan and execute projects and corporate events effectively.
- Develop leadership, critical thinking, and problem-solving capabilities.
- Enhance organizational effectiveness through improved technological proficiency and structured systems.

The Program Flow

Day 1: The Modern Executive Secretary Role

- Understanding the evolving responsibilities of executive secretaries.
- Building a strategic partnership with executives.
- Applying emotional intelligence in the workplace.
- Maintaining a strong professional image and business etiquette.

Day 2: Advanced Time and Task Management

- Practical prioritization and scheduling frameworks.
- Managing multiple executives and competing deadlines.
- Delegation and effective follow-up techniques.
- Leveraging productivity tools and digital solutions.



Day 3: Communication and Interpersonal Excellence

- Professional business writing and email management.
- Verbal communication and active listening skills.
- Conflict resolution and negotiation strategies.
- Navigating cross-cultural communication in global environments.

Day 4: Project and Event Management

- Project planning fundamentals and execution strategies.
- Budget planning and resource coordination.
- Stakeholder communication and progress reporting.
- Corporate event planning and logistical coordination.

Day 5: Leadership and Strategic Problem-Solving

- Leadership skills for administrative professionals.
- Critical thinking and sound decision-making techniques.
- Managing office dynamics and fostering collaboration.
- Continuous development and long-term career growth planning.

Individual Impact

- Greater confidence in managing executive-level responsibilities.
- Improved efficiency in handling multiple priorities.
- Stronger communication and leadership presence.
- Clear direction for professional growth and advancement.

Organizational Impact

- Increased executive productivity and operational efficiency.
- Enhanced coordination across departments and stakeholders.
- More structured project and event execution.
- Stronger administrative leadership within the organization.

Training Methodology

- Interactive workshops and practical exercises.
- Real-life case studies and scenario-based simulations.
- Group discussions and collaborative problem-solving sessions.
- Hands-on tools, templates, and frameworks for immediate workplace application.



Beyond the Course

By the end of the program, participants will be equipped to:

- Design a personalized and sustainable time management system.
- Develop a structured project plan for upcoming initiatives or events.
- Create professional communication templates for various executive scenarios.
- Implement a personal development roadmap to support long-term career advancement.

