Mastering Essential Secretary Skills: A Comprehensive Course

27 September – 1 October 2027
Amsterdam (Netherlands)



Mastering Essential Secretary Skills: A Comprehensive Course

Ref: 3099_151294 **Date:** 27 September – 1 October 2027 **Location:** Amsterdam (Netherlands) **Fees:** 5200 GBP

Why This Course

In today's fast-paced office environment, administrative professionals play a central role in keeping organizations running smoothly. Modern secretaries are expected to communicate effectively, manage complex schedules, master digital tools, and support leaders with accuracy and professionalism. These evolving expectations require a strong blend of technical proficiency, organizational skill, and interpersonal intelligence.

The Professional Secretary Skills - Intensive 1-Week Programme is designed to help participants strengthen these essential capabilities. Through practical exercises, real-world scenarios, and hands-on training, attendees will gain the confidence and competence needed to excel in administrative roles and support high-performing teams.

What You'll Learn and Practice

By completing this programme, participants will be able to:

- Communicate professionally and confidently across various workplace scenarios.
- Apply effective time management and organizational techniques to improve daily workflow.
- Produce and manage high-quality documents using modern office software.
- Utilize digital tools and office technologies to streamline administrative tasks.
- Plan and coordinate meetings, events, and travel with precision and efficiency.

The Programme Flow

Day 1: Professional Communication and Etiquette

- Mastering effective verbal and written communication
- Building a polished professional image and business etiquette
- Handling difficult conversations with confidence
- Demonstrating cultural awareness in diverse workplaces

Day 2: Time Management and Organization

- Prioritization strategies for managing competing tasks
- Calendar management and scheduling best practices
- Delegating tasks and ensuring follow-up
- Designing efficient filing and record-keeping systems



Day 3: Document Creation and Management

- Advanced word processing and document formatting
- Creating professional presentations and visual materials
- Minute-taking and report writing techniques
- Maintaining document confidentiality and security

Day 4: Office Technology and Software

- Email management strategies for productivity
- Using project management and productivity tools
- Introduction to data analysis with spreadsheets
- Leveraging cloud-based platforms for collaboration

Day 5: Meeting and Event Planning

- Coordinating meetings that run smoothly and efficiently
- Planning and executing professional events
- Managing travel arrangements and logistics
- Creating and managing event budgets

Individual Impact

Participants will return with:

- Greater efficiency in handling daily administrative responsibilities
- Stronger confidence in their communication and interpersonal skills
- Improved mastery of essential office tools and technologies
- A more strategic and organized approach to time and resource management

Organizational Impact

Organizations benefit through:

- More capable and productive administrative staff
- Enhanced communication and workflow within teams
- Improved accuracy and professionalism in documentation and coordination
- Better-managed meetings, events, and support activities

Training Methodology

This programme blends practical learning with real-world relevance through:



- Hands-on skill-building workshops
- Interactive discussions and scenario-based exercises
- Software demonstrations and guided practice
- Templates, checklists, and tools for immediate workplace use

Beyond the Course

Upon completion, participants will be equipped to support their organizations with higher efficiency, stronger communication, and improved organizational systems. They will be ready to contribute as reliable, proactive, and technologically capable administrative professionals.

