

Professional Secretarial & Communication Skills Training

5 – 9 July 2027
Baku (Azerbaijan)

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Ref: 3102_151481 **Date:** 5 – 9 July 2027 **Location:** Baku (Azerbaijan) **Fees:** 5200 GBP

Why This Course

In today's fast-paced business environment, secretaries and administrative assistants play a vital role in organizational efficiency and professional communication. Their responsibilities have expanded far beyond routine tasks—they are now key contributors who support executives, coordinate operations, and maintain smooth office functionality. To thrive in this evolving landscape, administrative professionals must master modern tools, sharpen their communication skills, and adopt advanced organizational techniques.

The Professional Secretary & Administrative Excellence - Intensive 5-Day Programme is designed to elevate these essential skills. Through practical sessions, hands-on exercises, and real-world examples, participants will gain the confidence and capability needed to excel in their roles and deliver high-quality administrative support.

What You'll Learn and Practice

By the end of this programme, participants will be able to:

- Apply advanced secretarial and office management techniques for improved efficiency.
- Communicate professionally and effectively in both written and verbal formats.
- Use modern time management and organizational strategies to streamline daily tasks.
- Leverage current office technologies, software tools, and digital systems with confidence.
- Demonstrate strong interpersonal skills, professionalism, and workplace etiquette.

The Programme Flow

Day 1: The Modern Secretary's Role

- Evolution of the administrative profession and today's expectations
- Core responsibilities and competencies for administrative excellence
- Developing a proactive, professional mindset
- Personal branding and maintaining a polished professional image

Day 2: Essential Office Management Skills

- Advanced time management strategies
- Organizing both physical and digital workspaces
- Calendar management, scheduling, and meeting coordination
- Document creation, formatting, and records management

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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 black pawn nearby. The board is checkered, and there are concentric circles in the background.

Day 3: Communication Excellence

- Essentials of professional business writing
- Effective and clear email communication
- Telephone etiquette and customer-service professionalism
- Active listening and interpersonal communication techniques

Day 4: Technology and Software Proficiency

- Mastering Microsoft Office Suite Word, Excel, PowerPoint, Outlook
- Using digital collaboration tools Teams, Zoom, SharePoint, etc.
- Basics of social media use in professional environments
- Cybersecurity awareness and safe digital practices

Day 5: Professional Development and Workplace Dynamics

- Conflict resolution and effective problem-solving
- Building strong, professional workplace relationships
- Stress management, resilience, and work-life balance
- Career planning and strategies for long-term professional growth

Individual Impact

Participants will leave the programme with:

- Greater efficiency in managing daily administrative responsibilities
- Strengthened communication and interpersonal capabilities
- Increased confidence in using modern office technology
- Improved organizational skills for handling complex workflows
- Clear strategies for ongoing career growth and professional development

Organizational Impact

Organizations benefit through:

- More efficient and reliable administrative operations
- Enhanced communication across departments and teams
- Improved use of technology and digital systems in daily workflows
- Professional administrative staff who contribute to overall productivity
- Stronger support systems for executives and managers

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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 gold pawn nearby. The board is checkered and has a subtle grid pattern.

Training Methodology

This programme blends:

- Practical demonstrations and hands-on technology training
- Real-world administrative case studies and workplace scenarios
- Interactive group discussions and communication exercises
- Templates, checklists, and tools for immediate on-the-job application

Beyond the Course

Upon completion, participants will be well-equipped to excel in modern administrative roles—bringing professionalism, efficiency, and strategic support to their organizations. They will return with the skills needed to thrive in today's dynamic and technologically advanced workplace.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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