The Senior Secretary Development Programme: Excel & Lead

21 – 25 December 2026
Toronto (Canada)

UK Trainig
PARTNER



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Why This Course

Senior secretaries play a critical role in ensuring organizational efficiency, supporting executives, and facilitating smooth operations. Excelling in this role requires more than administrative competence—it demands advanced communication, leadership, and organizational skills to navigate complex tasks and dynamic environments.

This comprehensive 1-week program equips senior secretaries with practical tools, strategies, and techniques to elevate their professional impact. Through a mix of theoretical insights and hands-on exercises, participants will develop the skills to manage priorities, lead initiatives, and support executive teams with confidence and discretion.

What You'll Learn and Practice

By joining this program, you will:

- Strengthen advanced communication and interpersonal skills for professional collaboration.
- Master time management and organizational techniques to boost efficiency.
- Enhance leadership, decision-making, and problem-solving abilities.
- Learn strategies for effective office management, event coordination, and process improvement.
- Develop adaptability and professional growth strategies in a dynamic work environment.

The Program Flow

Day 1: Advanced Communication Skills

- Verbal and written communication techniques for professional excellence.
- Active listening, empathy, and emotional intelligence in workplace interactions.
- Navigating cross-cultural communication challenges.
- Leveraging digital communication platforms effectively.

Day 2: Time Management and Productivity

- Prioritization methods and goal-setting frameworks.
- Efficient scheduling, calendar management, and task coordination.
- Managing multiple responsibilities and deadlines with ease.
- Utilizing productivity tools and software to streamline workflow.



Day 3: Leadership and Decision Making

- Developing a leadership mindset as a senior secretary.
- Structured decision-making processes and problem-solving techniques.
- Conflict resolution, negotiation, and influencing without formal authority.
- Building confidence to make timely, effective choices under pressure.

Day 4: Office Management and Organization

- Designing efficient filing, document, and information management systems.
- Planning and coordinating high-level meetings, events, and executive priorities.
- Managing office resources, budgets, and administrative workflows.
- Implementing process improvements to enhance organizational efficiency.

Day 5: Professional Development and Adaptability

- Continuous learning strategies for career growth.
- Adapting to technological advancements and evolving workplace practices.
- Building and maintaining professional networks.
- Techniques for work-life balance, stress management, and resilience.

Individual Impact

- Improved ability to manage complex schedules, tasks, and executive priorities.
- Enhanced communication and interpersonal skills for effective collaboration.
- Increased confidence in decision-making, problem-solving, and leadership scenarios.
- Practical strategies to implement office efficiency and process improvements.

Organizational Impact

- Streamlined office operations and improved executive support.
- Enhanced productivity and efficiency across teams and departments.
- Stronger internal communication, collaboration, and stakeholder engagement.
- Development of a highly adaptable, professional administrative workforce.

Training Methodology

This program combines experiential learning with practical application:

- Interactive workshops and role-playing exercises for communication and leadership skills.
- Hands-on sessions for time management, office organization, and process improvement.
- Real-world case studies and group discussions to reinforce learning.
- Tools, templates, and strategies for immediate application in the workplace.



Beyond the Course

Participants will leave equipped to:

- Manage executive schedules and office operations with confidence.
- Apply advanced communication and leadership skills effectively.
- Implement productivity and process improvements for measurable impact.
- Adapt to evolving workplace demands while maintaining professionalism and discretion.

This course provides senior secretaries with a structured pathway to elevate their role, drive organizational efficiency, and enhance personal and professional effectiveness.

