Enhancing Core Skills for Administrators & Secretaries

22 – 26 August 2027
Online



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Why This Course

Administrators and secretaries are the backbone of organizational efficiency, ensuring smooth operations, effective communication, and seamless support for teams and executives. Excelling in these roles requires more than basic administrative skills—it demands mastery of time management, organization, technology, and interpersonal effectiveness.

This intensive 1-week program equips participants with practical tools, strategies, and hands-on techniques to enhance productivity, streamline workflows, and elevate their professional impact. By combining theory with real-world exercises, attendees will leave ready to implement immediate improvements in their workplace.

What You'll Learn and Practice

By attending this course, you will:

- Develop advanced time management and prioritization techniques to handle complex workloads efficiently.
- Enhance written and verbal communication skills for professional interactions.
- Master organizational strategies to improve workflow, documentation, and event coordination.
- Leverage technology and digital tools to optimize administrative tasks.
- Strengthen interpersonal skills to foster effective workplace relationships.
- Cultivate a proactive, problem-solving mindset to anticipate and address challenges.

The Program Flow

Day 1: Effective Time Management

- Principles and fundamentals of time management.
- Techniques for prioritizing tasks and balancing competing deadlines.
- Managing multiple responsibilities and overcoming procrastination.
- Tools and strategies to minimize distractions and optimize focus.



Day 2: Advanced Communication Skills

- Professional writing and email etiquette.
- Strategies for effective verbal communication.
- Active listening and constructive feedback techniques.
- Approaches for handling difficult conversations with confidence.

Day 3: Organizational Excellence

- Designing efficient filing, record-keeping, and document management systems.
- Calendar management and scheduling best practices.
- Planning and coordinating meetings and events with precision.
- Developing standard operating procedures to ensure consistency.

Day 4: Technology and Administrative Tools

- Mastering essential office software and applications.
- Leveraging project management tools for task tracking and collaboration.
- Utilizing cloud platforms to enhance team productivity.
- Automating routine administrative processes for efficiency.

Day 5: Professional Development and Workplace Dynamics

- Building strong professional relationships and expanding networks.
- Developing a proactive, solution-oriented approach to workplace challenges.
- Managing up and providing effective support to executives.
- Strategies for continuous learning and career advancement.

Individual Impact

- Implement a personalized time management system to boost productivity.
- Create templates and checklists to streamline administrative tasks.
- Improve communication and collaboration with colleagues and executives.
- Develop actionable strategies for ongoing professional growth and effectiveness.

Organizational Impact

- Enhanced administrative efficiency and workflow optimization.
- Improved support for executives and teams, enabling smoother operations.
- Stronger professional relationships and better workplace communication.
- Streamlined processes and documentation that contribute to organizational success.



Training Methodology

The program blends theory with hands-on learning:

- Interactive workshops and practical exercises for time management, communication, and organization.
- Real-world case studies to apply skills in everyday administrative scenarios.
- Tools, templates, and digital solutions for immediate workplace application.
- Group discussions and peer learning to share best practices and insights.

Beyond the Course

Participants will leave ready to:

- Manage time and priorities effectively to handle complex workloads.
- Communicate clearly, professionally, and confidently in all workplace interactions.
- Organize and streamline administrative processes for efficiency.
- Leverage technology to automate tasks and enhance productivity.
- Continuously grow professionally and contribute more effectively to organizational goals.

This course provides administrators and secretaries with a practical roadmap to enhance their capabilities, increase workplace efficiency, and achieve lasting professional impact.

