BLACKBIRD FOR TRAINING

Advanced Administrative & Secretarial Skills Workshop

12 – 16 July 2027
Vienna (Austria)



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Ref: 3255075_186660 **Date:** 12 – 16 July 2027 **Location:** Vienna (Austria) **Fees:** 5900 GBP

Introduction

As organizations grow and become more complex, the role of administrative professionals continues to expand. This advanced workshop is designed for experienced secretaries, office administrators, and personal assistants who want to elevate their strategic, leadership, and communication skills.

You'll learn how to transition from a task-oriented role to a value-adding partner who supports executive decision-making and organizational success. By the end of this course, you'll be ready to take on higher-level responsibilities with confidence and professionalism.

workshop Objectives

By attending this course, you will be able to:

- Master advanced office management and leadership techniques.
- Communicate with clarity, confidence, and diplomacy across all levels.
- Plan and manage high-stakes meetings, events, and client interactions.
- Act as a key liaison between executives, departments, and stakeholders.
- Present yourself professionally through image and etiquette.

workshop Outlines

Day 1: The Strategic Executive Assistant

- Shifting from administrative support to strategic partner
- Leading from within: office leadership and influence
- Supporting multiple executives and managing competing priorities
- Building your professional brand and credibility

Day 2: Communication & Relationship Mastery

- Writing and managing high-level business correspondence
- Influencing and negotiating with confidence
- Navigating office politics with professionalism
- Cross-cultural communication in global teams



Day 3: Event & Meeting Excellence

- Planning and executing corporate events and VIP visits
- Setting agendas, coordinating logistics, and managing vendors
- Understanding event protocols for executives and dignitaries
- Risk management and contingency planning for events

Day 4: Operational Efficiency & Systems

- Managing complex calendars and executive workflows
- Collaborating with HR, finance, and other departments
- Safeguarding confidentiality and handling sensitive documents
- Mastering tools and systems for hybrid and virtual workplaces

Day 5: Professional Growth & Executive Presence

- Managing stress, pressure, and workplace conflict effectively
- Practicing modern business etiquette and international protocol
- Creating a personal development plan for career advancement
- Mentoring and coaching junior administrative staff

Why Attend this workshop: Wins & Losses!

- Gain the advanced tools and insights to step into a leadership-oriented administrative role.
- Build the confidence to take on strategic responsibilities and executive-level tasks.
- Strengthen your professional image and visibility within your organization.
- Become a key contributor to your leadership team's success.

Conclusion

Today's senior administrative professionals are much more than support staff—they are essential partners in organizational leadership, communication, and execution.

This workshop will help you unlock your full potential and become a driving force in enhancing productivity and strategic alignment.

