

## Advanced Executive Secretarial Skills

*Düsseldorf (Germany)*

*21 - 25 July 2025*

UK Training

# PARTNER



## Advanced Executive Secretarial Skills

Code: SA28 From: 21 - 25 July 2025 City: Düsseldorf (Germany) Fees: 4200 Pound

### Introduction

The roles of office professionals have evolved over recent years to include additional responsibilities and require advanced skills, such as the ability to tackle complex tasks, build relationships, deal with conflict, and make difficult decisions. Office professionals must be emotionally intelligent leaders, be prepared to take risks, be creative, be team players, represent their managers and departments, and communicate effectively.

This interactive, discussion-based course will give participants the opportunity to learn and develop these skills. Participants will return to their workplaces empowered and able to contribute even more effectively to the success of their organization.

### Course Objectives

- Take on independent or leadership roles, work in teams when needed, and interact confidently with peers and managers
- Utilize excellent communication skills to be even more impactful in the workplace
- Structure their workload for optimal performance and results, using effective time management strategies
- Build effective relationships with direct managers by adapting to different working styles
- Manage conflict as well as understand and influence colleagues using Emotional Intelligence EI

### Advanced Secretary

#### Day 1

##### Building on existing skills

- The role of an office professional in the 21st century.
- Communication skills and techniques.
- Confidence as a tool.
- Assertiveness in the workplace.
- Time management under pressure.
- Organizational skills.

#### Day 2

##### Managing the workload

- Task planning.
- Prioritizing the workload.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training  
**PARTNER**

- Understanding the business - the big picture.
- Taking control of the workload.
- Change management in the work environment.
- Effective goal setting.

### Day 3

#### Communicating effectively

- Active listening.
- Effective business letter writing.
- E-mail writing.
- Minutes writing.
- Note writing.
- Report writing.

#### Powerful presentation skills

- Creating presentations.
- Winning the room.
- Presentation styles.

### Day 4

#### Managing relationships

- Image and perception management.
- Effective working relationships.
- Working styles.
- Identifying styles.
- Adapting to work styles.
- Having valuable meetings.
- Being a team player.
- How and when to delegate.

### Day 5

#### Emotional intelligence

- Understanding and influencing behaviors.
- Expressing needs and opinions with clarity.
- Giving and receiving feedback.
- Resolving conflict.
- Utilizing empathy to achieve a common goal.

## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Anney (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training  
**PARTNER**

## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



**BLACKBIRD**  
FOR TRAINING

 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

