

## Professional Secretarial & Communication Skills

*Düsseldorf (Germany)*

*14 - 18 October 2024*

UK Training

# PARTNER



## Professional Secretarial & Communication Skills

Code: SA28 From: 14 - 18 October 2024 City: Düsseldorf (Germany) Fees: 4400 Pound

### Introduction

Administrative assistants are invaluable members of the office team. They are charged with overseeing and coordinating the day to day operations of a business. Thanks to the advent of communication technology, the skills these assistants require have become diversified, and the ability to multitask and juggle several different instructions at once has become essential. Other qualities needed by these members include excellent communication skills, a polished appearance, and good interpersonal instincts. This course tackles all these behavioral skills while focusing on areas related to the use of technology to get things done effectively and successfully.

### Course Objectives of Effective Secretary & Communication Skills

- Define and apply the new roles of executive assistants and administrators to meet modern challenges
- Use technology to get more done and to stay connected with the office and their boss
- Plan and organize workflow effectively
- Filing, documenting, sorting, indexing, and retrieving corporate documents
- Create quality standards for a motivating and productive office environment
- Demonstrate a better command of the English language including meaning, spelling, grammar, and writing

### Effective Secretary & Communication Skills Course Outlines

#### Day 1

##### New roles for new times

- The changing organization
- The role of management in the workplace
- The main tasks of office managers
- New roles for new times
  - Optimizing communication and influence
  - Fostering a professional attitude
  - Producing results from various activities
  - Use of technology to get things done

#### Day 2

##### Mastering data management, indexing, and archiving

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**

- Mastering filing systems
- Five secrets to organize files better
- Records management
  - The records and information cycle
  - Common problems in records management
  - Rules for indexing personal and business names
  - Cross-referencing personal names

### Day 3

#### Creating a motivating and productive office environment

- Feng Shui office design: the art of working tips and basic steps
- Dealing with and managing diversity
  - Communicating across cultures
- Six steps to great time management
- Dealing with difficult bosses
- Inbox zero: managing emails effectively

### Day 4

#### Advanced communication skills for administrators

- Business communication
  - Communication defined
  - Types of communication
  - Tips for smart communication
- Creating powerful short presentations
  - Tips for powerful presentations
  - Key characteristics of dynamic speakers
  - The four-step communication process
  - The 'A-U-D-I-E-N-C-E' analysis
  - The anatomy of a good presentation
- Advanced business writing
  - Managing the expectations of readers
  - Using positive and courteous language
  - Preparing meeting agendas and minutes

### Day 5

#### The executive assistant success toolbox

- Basic modern office etiquette
  - Telephone etiquette
  - Email etiquette
- Event planning and execution
  - Preparing for meetings and conferences
  - Major event planning elements
  - The event toolbox
- Team and leadership skills

UK Training

**PARTNER**



- Team formation stages
- Situational leadership

## Blackbird Training Cities

### Europe



Copenhagen (Denmark)



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)  
(Montenegro)



Bordeaux (France)



Birmingham (UK)



Lyon (France)



Stockholm (Sweden)



Podgorica



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)

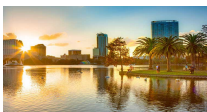


Milan (Italy)

### USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)



## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia )



Bangkok (Thailand)



Beijing (China)



Moscow (Russia )  
(Malaysia)



Singapore (Singapore )



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

### Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



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 Refinement

### 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



 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**

The image features a chessboard graphic with several chess pieces (a king, a pawn, and a knight) on a checkered surface. The text 'UK Training PARTNER' is overlaid on the board, with 'PARTNER' in a larger, bold font.