BLACKBIRD FOR TRAINING

Advanced Executive Secretarial Skills

22 – 26 March 2027
Vienna (Austria)



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Ref: 3100_129048 **Date:** 22 – 26 March 2027 **Location:** Vienna (Austria) **Fees:** 5900 GBP

Introduction

The role of office professionals, particularly secretaries, has evolved significantly in recent years. Today's executive secretaries and office managers are expected to possess a wider range of secretary skills, enabling them to handle complex tasks, resolve conflicts, make difficult decisions, and contribute to organizational success. In addition to the traditional secretarial skills, office professionals must now exhibit emotional intelligence EI, creativity, leadership qualities, and the ability to manage their time effectively in high-pressure environments.

This interactive, discussion-based course is designed to equip participants with the advanced secretary skills they need to thrive in modern office settings. By focusing on key areas such as leadership, communication, time management, and relationship building, this course empowers participants to enhance their capabilities and become more effective contributors to their teams and organizations.

Course Objectives

By the end of this course, participants will be able to:

- Take on independent and leadership roles while working collaboratively in teams.
- Apply advanced secretarial skills to improve communication and make a more significant impact in the workplace.
- Structure their workload effectively using time management strategies to achieve optimal performance.
- Build and maintain effective working relationships by adapting to different working styles and managing conflicts.
- Use Emotional Intelligence EI to influence and understand colleagues, helping to resolve workplace conflicts and achieve organizational goals.



Course Outlines

Day 1: Building on Existing Skills

- The Role of an Office Professional in the 21st Century: Understand the evolving role of the executive secretary training and how it impacts the success of modern organizations.
- Communication Skills and Techniques: Master communication skills critical for success, including verbal and non-verbal communication, active listening, and professional correspondence.
- Confidence as a Tool: Learn to build self-confidence to tackle challenges and perform confidently in meetings and decision-making processes.
- Assertiveness in the Workplace: Understand how to be assertive, not aggressive, and learn the key principles of assertiveness.
- Time Management Under Pressure: Develop strategies to manage time effectively in high-pressure situations, balancing multiple tasks and deadlines.
- Organizational Skills: Learn how to improve organizational skills to keep your office running smoothly and efficiently.

Day 2: Managing the Workload

- Task Planning: Learn how to effectively plan tasks to ensure maximum productivity.
- Prioritizing the Workload: Use effective prioritization techniques to handle competing demands in the workplace.
- Understanding the Business - The Big Picture: Gain insights into understanding the broader organizational goals and aligning your work to them.
- Taking Control of the Workload: Take proactive steps to manage your workload, ensuring tasks are completed efficiently and on time.
- Change Management in the Work Environment: Learn how to manage and adapt to change effectively in the workplace.
- Effective Goal Setting: Master the art of setting clear, measurable goals to track progress and maintain focus.

Day 3: Communicating Effectively



- Active Listening: Develop the essential skill of active listening, which helps improve understanding and communication.
- Effective Business Letter Writing: Learn how to craft professional, effective business letters to communicate with colleagues and clients.
- E-mail Writing: Improve your ability to write clear, concise, and professional e-mails that convey the right message.
- Minutes Writing: Master the skill of writing precise and accurate meeting minutes that reflect key discussions and decisions.
- Note Writing: Learn how to take effective notes during meetings to ensure critical points are captured.
- Report Writing: Enhance your ability to write well-structured and informative reports that highlight key data and insights.
- Powerful Presentation Skills: Develop effective presentation skills to engage your audience and convey your message clearly.
    - Creating Presentations: Learn how to design compelling presentations that communicate key ideas.
    - Winning the Room: Master techniques to confidently present in front of large or small groups.
    - Presentation Styles: Understand different styles of presenting and learn how to adapt to your audience.

Day 4: Managing Relationships

- Image and Perception Management: Learn how to manage your professional image and ensure you are perceived positively in the workplace.
- Effective Working Relationships: Understand how to build and maintain strong, productive relationships with colleagues, managers, and external partners.
- Working Styles: Identify different working styles within your team and adapt accordingly for improved collaboration.
- Adapting to Work Styles: Learn how to adjust your approach based on the working styles of your team members to enhance cooperation.
- Having Valuable Meetings: Understand how to run and participate in meetings that are productive and valuable.
- Being a Team Player: Learn how to collaborate effectively with others, offering support and taking initiative when needed.
- How and When to Delegate: Learn the principles of delegation—when to delegate tasks, how to do it effectively, and how to ensure follow-up.



Day 5: Emotional Intelligence EI

- Understanding and Influencing Behaviors: Develop the ability to understand different behaviors and adjust your approach to influence them positively.
- Expressing Needs and Opinions with Clarity: Learn how to communicate your needs and opinions in a professional, clear, and respectful manner.
- Giving and Receiving Feedback: Understand the value of feedback and develop skills for delivering and receiving constructive criticism.
- Resolving Conflict: Learn strategies to resolve workplace conflicts, ensuring positive outcomes for all parties involved.
- Utilizing Empathy to Achieve a Common Goal: Learn how to use empathy to build trust, improve collaboration, and achieve shared goals.

Why Attend this Course: Wins & Losses!

Attending this course will give you the secretarial skills you need to excel in modern office environments. As organizations demand more from their administrative and executive support teams, these executive secretary training skills are critical for success. This training will allow you to:

- Enhance Communication: Master the communication techniques that help you convey your message clearly and effectively, whether in writing or speaking.
- Build Relationships: Learn how to foster meaningful relationships with colleagues, managers, and clients, enhancing teamwork and cooperation.
- Boost Confidence: Gain the confidence to take on leadership roles, make decisions, and contribute strategically to your organization's goals.
- Manage Your Time: Learn time management techniques to handle multiple responsibilities efficiently and reduce stress.
- Become an Emotional Intelligence Leader: Develop your emotional intelligence EI to navigate workplace dynamics, resolve conflicts, and create positive outcomes.

Conclusion

In conclusion, this course is ideal for anyone looking to improve their secretary skills and take their career to the next level. By equipping you with the necessary tools in time management, communication, emotional intelligence, and relationship building, you will be empowered to handle the increasing demands of your role. Whether you are an executive secretary training, an office manager, or simply looking to enhance your secretarial skills, this course offers practical insights and strategies that you can apply immediately in your workplace.

Key Takeaways: After completing this course, you will be more confident, efficient, and effective in your role, whether you are managing tasks, leading teams, or communicating with various stakeholders. Join us to develop the advanced secretary skills you need for a successful and fulfilling career.

