

## Professional Secretarial & Communication Skills

*Amsterdam (Netherlands)*

*13 - 17 October 2025*

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Code: SA28 From: 13 - 17 October 2025 City: Amsterdam (Netherlands) Fees: 4200 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

- 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.

### 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

- Mastering filing systems.
- Five secrets to organize files better.

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) 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.

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- 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
  - Team formation stages.
  - Situational leadership.

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