

Professional Secretarial & Communication Skills

Casablanca (Morocco)

16 - 20 November 2025

UK Training

PARTNER



Professional Secretarial & Communication Skills

Code: SA28 From: 16 - 20 November 2025 City: Casablanca (Morocco) Fees: 3300 Pound

Introduction

Administrative assistants are invaluable members of the office team, responsible for overseeing and coordinating the day-to-day operations of a business. With the advancement of communication technology, the skills required for these assistants have become more diversified. The ability to multitask, manage various instructions simultaneously, and effectively interact with others is now essential. Other key qualities include excellent communication skills, a polished professional appearance, and strong interpersonal instincts. This course addresses these core skills while focusing on how technology can be leveraged to perform tasks effectively and efficiently in the modern workplace.

Course Objectives

By the end of the course, participants will:

- Define and apply the evolving roles of executive assistants and administrators to meet modern workplace challenges.
- Use technology to increase productivity and maintain communication with the office and leadership.
- Plan and organize workflow efficiently.
- File, document, sort, index, and retrieve corporate documents effectively.
- Create quality standards for a motivating and productive office environment.
- Demonstrate better command of the English language, including meaning, spelling, grammar, and writing.

Course Outlines

Day 1: New Roles for New Times

- The Changing Organization: Understanding the shift in organizational structures and roles.
- The Role of Management: How managers and assistants collaborate in today's workplaces.
- Core Tasks for Office Managers: Key responsibilities of modern office professionals.
- Adapting to New Roles: How administrative assistants must evolve to meet current demands.
- Optimizing Communication and Influence: Strategies to enhance communication skills for more effective collaboration.
- Fostering a Professional Attitude: Developing a mindset for success in the workplace.
- Producing Results from Various Activities: Leveraging secretarial skills to maximize office efficiency.
- Using Technology to Get Things Done: How to apply digital tools to streamline workflows.

Day 2: Mastering Data Management, Indexing, and Archiving

- Mastering Filing Systems: Best practices for organizing documents and information.
- Five Secrets to Better File Organization: Effective tips for managing physical and digital files.

UK Training
PARTNER



- Records Management: Understanding the lifecycle of records and the importance of organization.
- Common Problems in Records Management: Identifying and solving common filing challenges.
- Indexing Personal and Business Names: Learn the best methods for indexing and cross-referencing business names.

Day 3: Creating a Motivating and Productive Office Environment

- Feng Shui Office Design: How office design can influence productivity and well-being.
- Dealing with and Managing Diversity: Cultivating an inclusive and harmonious workplace.
- Communicating Across Cultures: Developing communication skills for a diverse environment.
- Six Steps to Great Time Management: How to improve time management skills and increase efficiency.
- Dealing with Difficult Bosses: Navigating challenging dynamics with leadership.
- Inbox Zero: Mastering email management to stay organized and productive.

Day 4: Advanced Communication Skills for Administrators

- Business Communication: The types and techniques of effective professional communication.
- Types of Communication Skills: Understanding the different ways to communicate in the workplace.
- Smart Communication Tips: How to use communication skills to get your message across effectively.
- Creating Powerful Presentations: Building presentations that captivate and inform.
- Effective Business Writing: Improving your writing skills for clear, concise business communication.
- Preparing Meeting Agendas and Minutes: Writing professional agendas and minutes for team collaboration.

Day 5: The Executive Assistant Success Toolbox

- Modern Office Etiquette: The fundamentals of professional etiquette in the workplace.
- Telephone and Email Etiquette: How to maintain professionalism when communicating via phone and email.
- Event Planning and Execution: Understanding the steps in organizing and executing corporate events.
- Meeting and Conference Preparation: Effective ways to organize meetings and conferences for success.
- Team and Leadership Skills: Learning to be a valuable team player and how to develop leadership skills.

Why Attend this Course: Wins & Losses!

By attending this course, you'll gain:

- Enhanced Communication Skills: Learn how to effectively communicate in the workplace, from emails to face-to-face interactions, boosting your impact.
- Streamlined Workflow Management: Master how to organize and manage tasks to keep things running smoothly in the office.
- Optimized Use of Technology: Equip yourself with the knowledge to leverage technology for more efficient office operations.
- Better Relationship Management: Gain tools for building and maintaining strong relationships with your colleagues and managers.
- Increased Professionalism: Develop a polished, professional demeanor and approach, ensuring success in both leadership and teamwork roles.

This course will significantly enhance your secretarial skills, particularly in the areas of communication, data management, and office productivity. You will return to your workplace with practical skills that allow you to make a

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER



meaningful impact, enhance team dynamics, and contribute more effectively to the organization's success.

Conclusion

This course is designed for administrative professionals who want to advance their secretarial skills and become more efficient and effective in their roles. Whether you're an executive assistant or an office manager, this course will provide you with the tools and techniques to excel in the modern workplace. The knowledge gained will empower you to manage office workflows, enhance communication, and leverage technology to boost office productivity.

Enroll now and take the next step towards mastering your role as a professional secretary and contributing to the success of your organization!

A graphic of a chessboard with a black and white checkered pattern. In the foreground, there are three chess pieces: a black pawn, a silver pawn, and a gold king piece. In the background, there are concentric circles radiating from the center.

UK Training
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



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)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



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

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding), Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO Electricity EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
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

Artificial Intelligence (AI)
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

 www.blackbird-training.com

UK Training
PARTNER

