

The Essentials of Secretary Skills

Vienna (Austria)

11 - 15 August 2025

UK Training

PARTNER



The Essentials of Secretary Skills

Code: SA28 From: 11 - 15 August 2025 City: Vienna (Austria) Fees: 4400 Pound

Introduction

Secretary skills are fundamental to the success of any organization, playing a crucial role in organizing and coordinating daily operations to ensure smooth workflow. The course "The Essentials of Secretary Skills" is designed to equip participants with the fundamental knowledge and skills needed to perform secretarial tasks effectively. The course will cover appointment scheduling, document management, professional communication skills, and the use of modern technological tools. The aim is to enable participants to perform their duties with high efficiency, contributing to organizational goals and enhancing the work environment.

Course Objectives

- Define and understand the role of the office manager and administrator.
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer.
- List the main causes of stress and apply the techniques needed to control them.
- Apply time management techniques required for better office productivity.
- Organize meetings effectively.
- Handle telephone calls properly and professionally.

Course Outlines

Day 1

The role of the office manager and administrator

- Perception versus reality.
- The 3Ds of successful administrators: dramatically and demonstrably different.
- Competencies required for success.
- What it takes to be a 'star' at work.
- Identifying your role.

Day 2

Effective verbal and written communication skills

- Improving credibility and gaining recognition.
- Importance of having a positive attitude.
- Being assertive.
- Selling your ideas to the boss, colleagues, subordinates, and clients.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, 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.

UK Training
PARTNER

- Preparing a professional presentation.
- What constitutes professional business writing.
- Style and layout.
- Obtaining your objective with the reader.
- Expectations of readers.

Serving the internal and external customer

- Understanding the needs of internal and external customers.
- Removing services barriers.
- Providing excellent service.
- Breaking down the silo mentality.
- Handling complaints.

Day 3

Stress management techniques

- Causes and symptoms.
- Identifying your stressors.
- How stress affects performance.
- Formulating a comprehensive stress management plan.

Managing time

- Identifying and eliminating time wasters.
- Setting goals and priorities.
- Using measures to control and improve your effectiveness.
- Planning and managing time for self and others.
- Preparing time logs and learning from them.

Day 4

Organizing meetings

- Elements of an effective meeting.
- Preparing the agenda.
- Meeting common time wasters.
- Taking minutes of meetings.
- Responsibilities of meeting leaders and participants.

Day 5

Using the telephone properly

- Professional telephone behavior.
- Rules for good listening.
- Steps in the professional handling of an incoming call.
- Dealing with difficult callers.
- Identifying common phone problems and formulating solutions.

UK Training
PARTNER



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)
(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



 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

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.