

The Essentials of Secretary Skills

Baku (Azerbaijan)

27 - 31 July 2026

UK Training

PARTNER



The Essentials of Secretary Skills

Code: SA28 From: 27 - 31 July 2026 City: Baku (Azerbaijan) Fees: 4400 Pound

Introduction

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

Course Objectives

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

- Define and understand the role of the office manager and administrator.
- Implement verbal and written communication strategies to effectively carry out responsibilities.
- Develop a service-oriented mindset aimed at serving both internal and external customers.
- Identify the main causes of stress and apply techniques to control it.
- Apply time management techniques to improve office productivity.
- Organize meetings effectively.
- Handle telephone calls properly and professionally.

Course Outlines

Day 1: The Role of the Office Manager and Administrator

- Perception vs. Reality: Understanding the difference between the perception of a secretary and the reality of the role.
- The 3Ds of Successful Administrators: How to stand out and be dramatically and demonstrably different.
- Key Competencies for Success: Identifying the essential skills required to thrive in a secretary or office manager role.
- What It Takes to Be a "Star" at Work: Traits that make an excellent secretary or office administrator.
- Identifying Your Role: How to assess and define your responsibilities within the organization.

Day 2: Effective Verbal and Written Communication Skills

- Improving Credibility and Gaining Recognition: How to build trust and credibility in the workplace.
- The Importance of a Positive Attitude: Developing a mindset that enhances professional relationships.
- Being Assertive: How to express your opinions confidently while remaining professional.
- Selling Your Ideas: Persuading your boss, colleagues, subordinates, and clients effectively.
- Preparing a Professional Presentation: Key techniques for creating and delivering impactful presentations.

UK Training
PARTNER



- What Constitutes Professional Business Writing: Best practices for writing professional emails, reports, and other documents.
- Style and Layout: Understanding the importance of clear and well-structured communication.
- Serving the Internal and External Customer: How to address the needs of both internal team members and external clients.

Day 3: Stress Management Techniques

- Causes and Symptoms of Stress: Identifying sources of stress and their impact on performance.
- How Stress Affects Performance: Understanding the negative effects of stress on productivity.
- Formulating a Comprehensive Stress Management Plan: Effective strategies to reduce stress in the workplace.
- Managing Time:
 - Identifying and eliminating time wasters.
 - Setting goals and priorities to increase efficiency.
 - Using tools to control and improve effectiveness.
 - Planning and managing time for yourself and others.
- Preparing Time Logs: How to analyze your time management practices and improve them.

Day 4: Organizing Meetings

- Elements of an Effective Meeting: Understanding the key components for productive meetings.
- Preparing the Agenda: How to create a structured meeting agenda that ensures efficiency.
- Dealing with Time Wasters: How to avoid common pitfalls that waste time in meetings.
- Taking Minutes of Meetings: Best practices for documenting meeting discussions and decisions.
- Responsibilities of Meeting Leaders and Participants: Knowing what is expected from both meeting facilitators and attendees.

Day 5: Using the Telephone Professionally

- Professional Telephone Behavior: The do's and don'ts of handling phone calls in a business setting.
- Rules for Good Listening: Developing active listening skills for effective communication.
- Steps in Professional Call Handling: How to handle incoming calls with professionalism and clarity.
- Dealing with Difficult Callers: Techniques for managing challenging phone conversations.
- Identifying Common Phone Problems and Solutions: How to troubleshoot and resolve common telephone communication issues.

Why Attend this Course: Wins & Losses!

This Secretary Skills Course is an invaluable opportunity for professionals looking to enhance their administrative expertise. Whether you're just starting out or looking to improve your executive secretary skills, this course provides the training needed to excel in today's fast-paced business environment.

Key Benefits of Attending this Course:

- Master Basic Secretarial Skills: Learn the foundation of secretarial skills essential for any office setting.
- Develop Executive Secretary Skills: Gain specialized knowledge to become a highly effective executive secretary.
- Improve Communication Skills: Enhance your secretary communication skills—both verbal and written.

UK Training
PARTNER



- Stress Management: Understand how to manage stress, a common challenge for administrative professionals.
- Time Management: Discover techniques for maximizing efficiency, an essential skill for all secretaries.
- Meeting Organization: Learn how to organize meetings professionally to increase productivity.
- Telephone Etiquette: Master the art of managing phone calls professionally, ensuring effective communication at all times.
- Boost Your Career: Improve your professional qualifications with hands-on training and certification in secretarial skills.

Conclusion

Upon completion of this course, you will have gained a comprehensive understanding of the key secretarial skills required for effective office management. From time management and stress reduction techniques to meeting organization and professional communication, this course will equip you with the tools to be a highly effective and organized secretary or office administrator. Whether you're looking to refine your executive secretary training or enhance your business support skills, this course offers the perfect balance of theory and practical skills.

This training is an essential investment for anyone in or aspiring to an office management or executive secretary role. By mastering the core skills of a secretary, you will be able to improve both your professional development and the overall efficiency of your organization. Join us and take the first step toward becoming an excellent secretary and a valuable asset to your team.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The board is white and black, and the pieces are arranged in a strategic formation. The text 'UK Training PARTNER' is overlaid on the right side of the board.

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)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



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)
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



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 Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
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



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



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 Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



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

