

Executive Secretary & Office Administration Skills

Düsseldorf (Germany)

23 - 27 November 2026

UK Training

PARTNER



Executive Secretary & Office Administration Skills

Code: SA32 From: 23 - 27 November 2026 City: Düsseldorf (Germany) Fees: 5200 Pound

Introduction

In today's fast-paced business world, the role of the executive secretary has evolved into a strategic support function.

This course is tailored for executive secretaries, personal assistants, and office administrators who seek to enhance their competencies in managing modern office environments.

Through interactive modules, participants will learn how to become indispensable partners to senior management by mastering professional communication, time management, and office coordination.

Course Objectives

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

- Perform high-level administrative tasks with precision and professionalism.
- Effectively manage executives' schedules, meetings, and travel arrangements.
- Communicate confidently and clearly with internal and external stakeholders.
- Handle records, reports, and digital correspondence efficiently.
- Develop organizational systems to boost team productivity and office performance.

Course Outlines

Day 1: The Modern Role of the Executive Secretary

- Evolution of secretarial roles in the digital age.
- Key responsibilities and professional ethics.
- Managing expectations and working with senior leadership.
- Setting priorities in a fast-paced environment.

Day 2: Office Administration & Organization

- Structuring administrative systems for efficiency.
- Scheduling meetings, managing calendars, and travel plans.
- Filing systems digital and physical, version control, and archiving.
- Managing office supplies, resources, and service providers.

Day 3: Professional Communication & Interpersonal Skills

- Verbal and written communication essentials.
- Handling calls, messages, and official correspondence.
- Email etiquette, business writing, and tone of voice.
- Dealing with internal/external clients and conflict resolution.

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

Day 4: Time, Task & Workflow Management

- Time-blocking and priority-setting methods.
- Delegation and support within teams.
- Managing multiple executives and balancing tasks.
- Using digital tools for scheduling, reminders, and collaboration.

Day 5: Problem-Solving, Initiative & Career Growth

- Decision-making in administrative situations.
- Managing stress and staying composed under pressure.
- Developing a personal development plan.
- Creating an executive support strategy and career roadmap.

Why Attend This Course? Wins & Losses!

- You'll gain practical tools to organize your work and boost executive productivity.
- You'll be empowered to serve as a strategic partner to leadership, not just a support role.
- The course prepares you to confidently handle a wide range of administrative challenges in any professional setting.
- You'll enhance your career prospects by mastering the latest office administration best practices.

Conclusion

Strong secretarial and administrative skills are essential to the success of any organization. This course will transform how you manage your work, support your team, and interact with management.

Whether you're new to the role or seeking to refine your skills, the Executive Secretary & Office Administration Skills course provides the essential knowledge and confidence to excel.

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 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)
Sustainability, ESG & Corporate Responsibility
Advanced 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