Executive Secretary & Office Administration Skills

20 – 24 September 2027
Cape Town (South Africa)



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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.

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.

